

# POSITION SUMMARY

## MUSEUM ASSISTANT FRONT OF HOUSE (562, 565)

<b>Directorate</b>	Cultural and Community Services
<b>Section</b>	Museum Unit
<b>Classification</b>	Band 1, Level 3, Grade 3
<b>Position Status</b>	Permanent Part Time
<b>Commencing Salary Range</b>	\$827.40 - \$869.29 per week plus weekend penalty loading + super
<b>Reports to</b>	Museum Coordinator - Australian Fossil and Mineral Museum
<b>Direct Reports</b>	Nil
<b>Work Location</b>	Australian Fossil and Mineral Museum – 224 Howick Street, Bathurst

### Position Purpose

The main purpose of the position is to provide high quality customer service to the visitors of the Museum and support the day to day operations of the museum providing administrative and retail management assistance to the Museum Coordinator.

### Key Responsibilities

- To provide high quality customer service and project a positive image of the Museum and Bathurst Regional Council through helpful, polite, friendly, and informative communication with visitors.
- To assist in the operation of the Museum's retail outlet through quality customer service, merchandising, cash handling, stocktaking, and supporting the Museum Coordinator in identifying and achieving retail targets.
- To promote and protect the Museum's collection and day to day operations by following protocols and procedures including opening and closing, appropriate conservation, surveillance, cleaning, and monitoring of exhibits.
- To assist in the staging of events/functions and public programs as requested by the Museum.

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

## Selection Criteria

### Essential

- Ability to provide high quality customer service and a positive image of the Museum and Bathurst Regional Council.
- Retail experience, including cash handling, shop presentation skills and stocktaking.
- Demonstrated experience in dealing with people in a polite, friendly, and informative manner.
- Demonstrated ability to be self-motivated and undertake tasks unsupervised.
- Ability to work cohesively in a team environment providing positive input into the work environment.
- Computer skills, including word processing, maintaining databases, web and social media platforms.
- A current paid Working with Children Check.

### Desirable

- Experience working in a museum or tourist operation.
- A current NSW Class C Driver's Licence.

## Expected Organisational Standards

- Follow defined WHS procedures
- Provide service to customers
- Work effectively in the local government context
- Work with others in local government
- Communicate in the Workplace
- Follow defined risk management policies and procedures
- Follow defined ethical guidelines from Council, including Code of Conduct
- Follow defined environmental sustainability guidelines.

## Employment Conditions

- **Position #562:** 30 hours per week Saturday, Sunday, Monday, Tuesday – 8:45am to 4:45pm with a 30-minute lunch break.
- **Position #565:** 30 hours per week, Thursday, Friday, Saturday, Sunday – 8.45am to 4.45pm with a 30-minute lunch break.
- Ability to work across various museum sites
- Probationary period of 3 months
- Four weeks annual leave pro rata
- Long Service Leave after 5 years pro rata
- Superannuation of 10.5% paid by Council
- Medical including functional, audio and drug and alcohol screening required as part of selection process.

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