



RE: COMMUNICATOR - CASUAL

Thank you for your interest in the above position. A copy of the job description is attached.

We are seeking people to help support the work of staff in all public areas of the Museum. Applicants must be confident communicators who enjoy meeting new people and delivering information in formal and informal settings. A passion for learning, and wide knowledge in a variety of subject areas is desirable.

This position does not involve regular shifts but provides staffing for busy periods, special events and staff leave as agreed with the Visitor Experience Manager.

Please note that the closing date for applications is ~~Thursday 2 August 2018~~ Monday, 25 March 2019.

Please apply at www.otagomuseum.nz/jobs by selecting the role you wish to apply for, completing the online application form, and uploading a single document cover letter and CV.

If you would like more information please contact the HR ~~and Customer Services~~ Manager at vacancy@otagomuseum.nz or (03) 479 3269.

Job Description

The Otago Museum's mission is to inspire and enrich our communities and enhance understanding of the world through our collections, our people and the stories we share.

TITLE: Communicator – Casual

SCOPE: Visitor Experience, Customer Service

REPORTS TO: Visitor Experience Manager

DIVISIONAL DIRECTOR: Director, Visitor Experience and Science Engagement

PRIMARY PURPOSE: To enhance the experience of visitors through delivery of relevant and accurate information in a friendly and professional manner. Communication and visitor experiences through all visitor facing aspects of the Otago Museum.

KEY RESULT AREAS:

Visitor Liaison and Advocacy

- Have an excellent knowledge of all Otago Museum galleries, exhibitions, programmes and services, and to communicate these clearly to Museum visitors
- Maintain a presence in public areas of the Museum, proactively enhancing the visitor experience
- Enhance public awareness of the Museum's role and responsibilities and promote the Museum as a warm, friendly, relevant and interesting place
- Suggest changes or improvements to enhance the visitor experience
- Collect visitor feedback and communicate these effectively through approved channels

Galleries

- Approach and engage Museum visitors, proactively offering information and assistance
- Give guided tours of the Museum to pre-booked or impromptu groups
- Deliver gallery-based activities, tours and programmes that enhance the visitor experience
- Provide a knowledgeable and proactive biosecurity role, ensuring containment requirements are understood and upheld by all those entering the Tropical Forest
- Promote current and future programmes and exhibitions to Museum visitors
- Assist with the delivery of programmes and events, in association with other staff

Front of House Presentation

- Maintain high levels of presentation in all areas of the Museum, taking action where possible and identifying and communicating where further action is required
- Assist with routine operations and maintenance of audiovisual, sound systems, interactive displays, lighting and climate control systems
- Be familiar with opening and closing procedures for all public areas of the Museum
- Assist with functions held in the Museum, as required

Information Desk

- Offer a warm and professional welcome to all visitors and to deal with all visitor enquiries in a friendly and efficient manner
- Undertake reception and administrative functions including telephone, booking system, Eftpos systems, end of day financial reconciliations and Museum Shop sales, as required

Bookings and Sales

- Have knowledge of all products and events available at the Otago Museum
- Process all enquiries, bookings and sales of tickets and shop products in a friendly, professional and efficient manner

Health and Safety

- Be responsible for the safety of Museum visitors
- Be familiar with the Museum's emergency procedures and to assist with the safe evacuation of visitors in the event of any emergency
- Identify and actively minimise or eliminate possible dangers to public and staff in the Museum, and report all hazards through the approved channels
- Adhere to the Museum Health and Safety Policy and best practices at all times

Security

- Ensure staff presence is maintained in public areas of the Museum to minimise the possibility of damage or theft
- Assist in identifying, managing and recording movements of visitors in and out of restricted areas, as required
- Be familiar with Museum security systems and ensure that all exhibitions and collection items on public display are secure
- Maintain radio contact with other staff so assistance is available if required

Team Participation

- Undertake day-to-day administrative tasks as required
- Keep abreast of developments in visitor engagement and interaction areas, making suggestions that will add value to the Otago Museum
- Contribute as an effective member of the Visitor Experience team and the wider Otago Museum team

Time Management

- Positively and proactively manage time and resources to achieve individual and collective goals
- Proactively use and update OM Central and Outlook planning and communications tools
- Effectively plan and communicate availability for shifts in agreed formats and timeframes to meet agreed minimum requirements for shifts

General

- Ensure the Visitor Experience Manager (or their authorised representative) receives regular and requested reports in agreed formats and timeframes, as required
- Represent the Museum professionally in all forums
- Provide professional assistance to other Museum staff, as required
- Use all Museum resources and assets wisely and with care

To carry out other duties as requested by the Museum Director.