

Role Statement

ROLE TITLE	Casual Museum Officer	Position No.	MO2066
CLASSIFICATION	GSE 3	Date Classified	2017
DIVISION	South Australian Maritime Museum		
DIRECTORATE	History Trust of South Australia		
TYPE OF ENGAGEMENT	Casual		
ANZSCO Code			

ESSENTIAL QUALIFICATIONS *(to be considered for these duties it is essential that you have the following)*

- Nil
- Desirable – Current First Aid Certificate
- Tourism or equivalent qualification

ROLE PURPOSE / CONTEXT *(primary purpose as relates to HTSA strategic objectives)*

The Museum Officer is responsible to the Operations Manager for the provision of services which protect the security and integrity of the facilities and enhance visitor appreciation of the South Australian Maritime Museum

REPORTING / WORKING RELATIONSHIPS *(to whom the person reports; staff for whom the person is responsible; internal and external working relationships)*

- Reports to the Operations Manager
- Receives direction from the Education Manager
- Liaises with the Administrative Officer

SECTION A:

RESULTS TO BE ACHIEVED

(the outcomes, outputs, services, tasks and products arising from the duties)

Results area

Deliver a high level of customer service functions to internal and external customers:

- Provide information, advice and assistance regarding the museum's displays and other programs, location of services and sources of information to museum clients
- Promote and encourage a greater use of the museum's facilities
- Assist with the day-to-day operation of the museum's front desk, shop and operate the computerised point of sale systems
- Participate in the public relations functions

Deliver a range of programs and services for a culturally diverse client/user base by:

- Under the guidance of the Education Manager deliver lessons and workshops for students from Pre-School to Year 12 (including special education and gifted students)
- Deliver programs including tours and demonstrations aimed at the general visitor
- Maintain relevant information sources relating to exhibition themes and education programs
- Under the guidance of the Education Manager, assist with teacher enquiries regarding appropriate museum programs

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Support the operations of the Museum by:

- Providing security patrols during opening hours and locking and alarming the building at night to ensure the security of the museum's collections and safety of visitors
- Undertake sale of admission tickets, reconciliation of revenue, preparation of cash for banking and the packaging and despatch of goods
- Contribute to retail outlet by monitoring, ordering, sales, pricing and stock taking
- Participate in training programs for newly appointed guides and assist with the supervision of tourism and work experience students

Ensure the cleanliness of the museum is kept to a high standard with tasks including routine cleaning and minor maintenance of displays and cleaning the souvenir shop:

- Assist as directed with the movement of museum objects and the transportation, installation and dismantling of equipment
- Liaise with Administrative Officer with the allocation of rosters and staffing of education programs

SPECIFIC REQUIREMENTS

(e.g. Act / Award; location; WHS requirements; travel requirements; frequent overtime, etcetera)

- Located at the SA Maritime Museum, Port Adelaide but may be reassigned to other areas of History SA to perform work of a similar nature appropriate to the classification in either a temporary or permanent basis
- Penalty rates for public holidays, weekends and shift work will apply
- Required to be rostered over a 7 day week
- Out of hours work may be required for museum functions
- Required to have Police Security clearance



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SECTION B:	SELECTION CRITERIA <i>(The skills, knowledge and personal attributes that underpin successful job performance. List 8-10 criteria critical in enabling the person to achieve to a high level.)</i>
<i>TECHNICAL EXPERTISE</i>	
Able to use computer software including Microsoft Word, Excel and Outlook	
Experience in the use of Windows XP operating system and Microsoft 2007 software	
<i>PERSONAL ABILITIES</i>	
Ability to solve problems using initiative under minimal supervision	
Knowledge of cash handling procedures and daily balance functions	
Excellent listening and verbal communication and interpersonal skills	
Ability to lead museum tours	
Ability to participate effectively as a member of a team	
<i>EXPERIENCE</i>	
Experience in dealing with clients and or members of the public in a professional and courteous manner	
Experience of working a culturally diverse workplace and environment	
Presentation skills to groups and students	
Experience working in a tourism facility, museum or art gallery	

Approved by CEO: Date: Occupant: Date:

Greg Mackie