# Department of State Growth

## Statement of Duties

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| **Position Title:** | Visitor Experience Host |
| **Position number:** | Generic |
| **Award/Agreement:** | Tasmanian State Service Award |
| **Classification level:** | General Stream Band 2 |
| **Division/branch/section:** | Culture, Arts and Sport / Tasmanian Museum and Art Gallery |
| **Location:** | Hobart |
| **Employment status:** | Fixed Term / Casual |
| **Supervisor:** | Visitor Experience Supervisor |

### Tasmanian Museum and Art Gallery

The Tasmanian Museum and Art Gallery (TMAG) is Tasmania's leading natural, cultural and heritage organisation. It is a combined museum, art gallery and herbarium with almost one million items of the State collection in its care. TMAG is a Statutory Authority within the State Government and draws resources and staffing from the Department of State Growth. TMAG provides a vibrant, professional and stimulating environment for tourists, locals, employees, and volunteers.

TMAG enriches, inspires and educates local and global communities by connecting them with Tasmania's unique journey and place in the world.

TMAG has a strategic plan for 2021-24 to guide its development and support its people to successfully achieve the TMAG vision. The strategic plan outlines four areas of focus: an island in a changing world; First Peoples of lutruwita (Tasmania); migration, heritage and resilience and southern extremes and perspectives.

Visit us at www.tmag.tas.gov.au

### Position Objective

The Visitor Experience Hosts (VEH) are the public face of TMAG and work to deliver exceptional experiences across all customer touch points on all our sites where the public and customers interact with TMAG and its programs.

Reporting to a Visitor Services Manager, the focus of delivery for the Visitor Services team is supporting our visitors and customers by undertaking a broad range of front-of-house operations including venue management, gallery interpretation and invigilation, visitor and event safety, customer service for public programs as well as supporting the operational delivery of public and private events and working in the TMAG shop. Visitor Experience Hosts are required to be available for work on weekends and public holidays.

## Major Duties

- As the first point of contact with visitors to TMAG, provide exceptional customer service including providing information on TMAG's programs, exhibitions, shop and facilities to ensure a consistent and first-rate experience for all.
- Interact with visitors, encouraging curiosity and assisting in interpretation and connection with the exhibitions/ exhibits.
- Provide advice about the TMAG shop and TMAG services; resolving queries and, where necessary, direct visitors to appropriate sources for further or more detailed information.
- Be responsible for ensuring the protection of public areas, exhibits, gallery and shop spaces to ensure the safety and security of visitors, staff, the collection and retail stock.
- Support TMAG programming and special events by performing tasks such as tours, ushering, assisting in the delivery of public programs, the general set-up of spaces, light cleaning and basic maintenance of activity spaces.
- Accurately undertake retail operations in the shop including processing sales using point of service systems (including online transactions) as well as assisting the TMAG shop visual merchandising to provide stimulating displays enhancing the visitor experience.
- Assist with visitor evaluation projects including data collection and visitor observations.
- Maintain the cleanliness of public spaces, exhibitions, displays and the shop during shifts to ensure a comfortable and positive visitor experience.
- Provide support to management as required with the various functions of the VE Team (and the broader TMAG) including mentoring new staff, hosting VIP tours, assisting with after-hours events and functions and administrative duties.
- Contribute to the continuous improvement of quality and efficiency of services and work processes within the VE Team.
- Participate in projects across the broader TMAG to assist in facilitating visitor outcomes.

## Scope of Work: (Responsibility, Decision-Making and Direction Received)

Visitor Experience Hosts are primarily responsible for providing a warm welcome through the provision of an exceptional standard of customer service for all TMAG visitors and members – including the TMAG shop. Visitor Services Officers provide support for the delivery of events occurring during the day, evenings and at weekends across all TMAG spaces. Visitor Services Officers take a key role in site safety and emergency management and program evaluation.

The position reports to the Visitor Experience Supervisor and operates under routine supervision and general guidance within established policies and procedures and is expected to exercise individual decision making and initiative in the planning and completion of tasks and achievement of outcomes. The occupant will need to demonstrate some flexibility in the scope of their duties to enable them to undertake project opportunities across the broader TMAG to use their visitor knowledge and experience in facilitating broader visitor outcomes.

The occupant will undertake their duties in a cooperative and professional manner with participation in team meetings and actively contribute to a positive, respectful and professional cohesive team environment.

## Selection Criteria (Knowledge and Skills):

Our ideal candidate:

- Enjoys interacting with people and is driven to deliver great customer service with demonstrated high level customer service experience; the ability to proactively interact with visitors professionally and provide assistance in relation to the interpretation of displays and exhibitions, including those that may contain confronting or contentious content.
- Has strong interpersonal and oral communication skills with the proven ability to build rapport with visitors in the short time they visit TMAG, including the ability to engage effectively with people from a culturally diverse background.
- Enjoys working as part of a team and sharing their knowledge with both employees and visitors, with demonstrated personal attributes of adaptability, flexibility, initiative and self-motivation.
- Has demonstrated experience in a retail environment or another face-to-face customer service role, with the experience or ability to quickly acquire skills in the operation of a point-of-sale system, cash handling and reconciliations, stock management and stock security.
- Understands and demonstrates the importance of security, safety and cleanliness when working within a tourism, educational and retail environment used by the public.

## Position Requirements

***Pre-employment***

The Head of the State Service has determined that the person nominated for this role is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. The following checks are to be conducted:

- Conviction check in the follow conviction area:
    - *crimes involving dishonesty.*

***Essential***

- ***Working with Children Registration.*** The department has identified this position as undertaking child related regulated activities in-line the *Registration to Work with Vulnerable People Act 2013*, and the occupant of this role will require a current Working with Children Registration. To register you will need to follow the links and information at Department of Justice : Home

  As this registration is an essential requirement of this role it must remain current and valid at all times whilst employed in the role and may be checked at any time during employment. It is the employee's responsibility to ensure that the registration remains current and to advise the employer if their circumstances change.

***Desirable***

- *A current First Aid qualification from a recognised provider or ability to obtain a First Aid qualification within the first three (3) months of commencing employment.*
- *Current driver licence with the ability to operate manual vehicles.*

## Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The department's website (http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is;

> *Our people* who are at the heart of the organisation; o*ur decisions* which are based on sound principles; and o*ur clients* who are at the centre of what we do.

We have the ***Courage to Make a Difference*** through:

- ***Teamwork*** – our teams are diverse, caring and productive
- ***Respect*** – we are fair, trusting and appreciative
- ***Excellence*** – we take pride in our work and encourage new ideas to deliver public value
- ***Integrity*** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)

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***People and Culture to complete***

**Approved** Director TMAG **Date** October 2023

**Classification approved** October 2023