

## Position Description – Visitor Host

### Position Details

Position Title	Visitor Host
Location	Shepparton Art Museum
Team/Department	Visitor Experience
Employment Status	Casual
How Many Hours?	As Rostered
Employment Type	Casual

### Reporting relationships

Reports to	Lead Visitor Hosts
Review managed by	Visitor Experience Administration Coordinator

### Position purpose

Position purpose	<p>At Shepparton Art Museum (SAM), Visitor Hosts are the first point of contact with the visitors to the Museum and are responsible for welcoming them providing excellent customer service. Key aspects of this role include:</p> <ol style="list-style-type: none"> <li>1. Directing visitors around the museum</li> <li>2. Providing exhibition and program information to visitors, processing ticket sales, shop sales and membership and</li> <li>3. Assisting with programs, events and activities.</li> </ol>
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## Accountabilities and key performance indicators (KPIs)

Accountability	KPI
Visitor Experience	<ul style="list-style-type: none"> <li>• Welcome all visitors and guests into SAM.</li> <li>• Appropriately dealing with visitor enquiries in a positive manner</li> <li>• Providing visitors with a positive experience</li> <li>• To maintain security of artworks, including alarming the building at the end of the shift and ensuring the building is safely cleared and checked in order that building is empty of visitors</li> <li>• Capturing visitor feedback that is valuable and useable for various departments within SAM</li> <li>• Welcoming and checking in visitors and guiding them to the appropriate location for public programs, educational programs and special events as required.</li> <li>• Welcome and brief groups arriving to the museum on gallery guidelines to facilitate a smooth and enjoyable visit</li> <li>• Provide appropriate assistance to visitors with specific needs and access requirements.</li> </ul>

- Support SAM Ltd to provide high-quality visitor experiences by always maintaining outstanding customer service.
- Cloak items in cloak room where required.
- Report artwork incidents and building maintenance needs as directed

## Operational Resources

- Opening and closing of museum gallery spaces in an efficient manner as required.
- Work effectively as part of a team and be available to assist others as required.
- Ability to work in different areas of the museum to assist with exhibitions, set up and pack down of events, programs and other general tasks
- When required, cover lunch breaks in the SAM shop, conducting cash handling and EFTPOS transactions in an appropriate manner.
- Maintain vigilance and enforce regulations governing the protection and security of works of art, the public and staff across the entire site, including regular walk throughs and opening up and locking down
- Participate in SAM Shop stocktake where required.
- Undertake front of house operations including administrative support, visitor enquiries, visitor surveys, ticket sales, bookings, memberships, and handle all enquiries made via phone, email and walk ins in a professional manner. Accurate recording of information into databases. Record visitor numbers and key demographic data.

## Administrative

- Provide feedback to Lead Visitor Hosts and Visitor Experience Administration Coordinator where needed and request support through the appropriate channels.

## Work Health and Safety

- Take reasonable care for own safety and that of others at work
- Follow instructions from managers and supervisors to protect personal health and safety and that of others
- Ensure a safe workplace is maintained in both internal and external environments through communication and implementation of OH&S Legislation, and SAM OH&S Policies and Procedures
- Active participation in OH&S training and support activities taken by the organisation to comply with OH&S legislation
- Use safety devices and PPE correctly and when required
- Ensure hazards, incidents, near misses and injuries are reported immediately

- Compliance with Health and Safety guidelines, ensuring all emergency and evacuation procedures, training records and venue checking procedures are adhered to

**Position dimensions**

Budget/Expenditure	Nil
Direct Reports	Nil
Decision Making	Bringing issues to Lead Visitor Hosts or Visitor Experience Administration Coordinator

**Key Relationships**

**Who**

**Why**

Internal

Lead Visitor Hosts	Seek guidance, direction, and gain support throughout the shift
Visitor Experience Administration Coordinator	Seek guidance, direction, and gain support
Business Services	Participate in meetings, share information, and provide input on issues
Engagement Team	Participate in education and public programs, share information, and provide input
Exhibitions & Collections	Support curatorial vision and provide support for exhibitions

External

Visitors to SAM	Program delivery, evaluation, feedback
Council Maintenance Team	Provide team with maintenance issues arising
SAM Precinct Tenants	Work cooperatively when there are events and communicate respectfully.

**Role Requirements:**

- Previous customer service experience
- Well-developed communication and interpersonal skills
- Experience in working with audiences of diverse range of ages and abilities.
- A degree of accuracy in money handling, credit card processing and daily reconciliations
- Confidence with visitor engagements
- Working with Childrens Check, Police Check and Rights to Work in Australia

**Key Capabilities:**

Communication	<ul style="list-style-type: none"> <li>• Interpersonal and communication skills with a proven capacity to develop effective relationships with a range of stakeholders.</li> <li>• Ability to solve problems, using procedures and guidelines and the application of professional or technical knowledge or knowledge acquired through previous experience</li> <li>• Strong written and verbal communication skills and ability to liaise with a wide range of stakeholders</li> <li>• Demonstrated interpersonal skills to contribute to the resolution of minor problems ensuring an efficient and harmonious teamwork environment</li> </ul>
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- Demonstrated personal commitment to the delivery of high-quality customer service in a retail environment
- An ability to work with a diverse client, customer, team and supplier base
- Strong people skills – enjoy interacting with visitors

Self-Management Skills

- Ability to work in a fast-paced environment, balance workloads, and prioritise tasks
- Ability to manage situations that arise and knowing when to escalate
- Ability to meet physical demands of role whilst observing OH&S requirements

Computer Literacy

- Computer Literacy including POS, Excel, EFTPOS, and familiar with online sales systems