

Position Description -

Position details

Position title	Visitor Host
Site	SAM - 530 Wyndham Street , Shepparton, VIC 3630, Australia
Team/department	
Employment status	Part time
How many hours?	18
Employment type	Permanent

Reporting relationships

Reports to	Elizabeth Bruns - Visitor Services Coordinator
Review managed by	Elizabeth Bruns - Visitor Services 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">1. Directing visitors around the museum2. Providing exhibition and program information to visitors, processing ticket sales, shop sales and membership3. Assisting with programs, events and activities
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Accountabilities and key performance indicators (KPIs)

Accountability	KPIs
Visitor Experience	<ul style="list-style-type: none">• Welcome all visitors and guests into SAM.• Appropriately dealing with visitor enquiries in a positive manner• Providing visitors with a positive experience• 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• Capturing visitor feedback that is valuable and useable for various departments within SAM• Welcoming and checking in visitors and guiding

Accountability

KPIs

them to the appropriate location for public programs, educational programs and special events as required.

- Provide appropriate assistance to visitors with specific needs and access requirements
- 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
- 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.
- Provide feedback to manager and Director of Business Development where required
- 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,

Operational Resources

Administrative

Work Health & Safety

Accountability

KPIs

ensuring all emergency and evacuation procedures, training records and venue checking procedures are adhered to

- Willingness to obtain First Aid, CPR and Fire Warden Accreditation.

Position dimensions

Revenue	\$ 00.00
Financial delegation	\$ 00.00
CAPEX/OPEX	\$ 00.00
Number of direct reports	0

Key internal and external stakeholders

Stakeholder	Purpose of communication
Visitor Services Coordinator	Seek guidance, direction and gain support.
Retail Coordinator	Seek guidance and education for shop products to sell items.
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.

Selection criteria

Qualifications

Experience

- Previous customer service experience

Capabilities

- Interpersonal and communication skills with a proven capacity to develop effective relationships with a range of stakeholders.
- Ability to solve problems, using procedures and guidelines and the application of professional or technical knowledge or knowledge acquired through previous experience
- Strong written and verbal communication skills and ability to liaise with a wide range of stakeholders
- Demonstrated interpersonal skills to contribute to the resolution of minor problems ensuring an efficient and harmonious teamwork environment
- 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
- 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 including POS, Excel, EFTPOS, and familiar with online sales systems