

Position Description -

Position details

Position title	Visitor Host - Facing Modernity and Archibald Prize 2026
Site	SAM - 530 Wyndham Street , Shepparton, VIC 3630, Australia
Team/department	
Employment status	Casual
How many hours?	0
Employment type	Maximum term

Reporting relationships

Reports to	Andrew Gooley - Director of Business
Review managed by	Andrew Gooley - Director of Business

Position purpose

Position purpose	<p>This Visitor Host position is to support Shepparton Art Museum (SAM) deliver the winter blockbuster Facing Modernity: Degas to Picasso and the Archibald Prize. This position is temporary for the two exhibitions that run from the 23rd May to 1st November 2026. Shifts before these dates are required for training.</p>
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At Shepparton Art Museum (SAM), Visitor Hosts are responsible for the front-of-house delivery of exceptional customer service and visitor engagement, across Concierge, Invigilation, Ticketing and Shop roles. Key aspects of these roles include:

1. Welcoming and directing visitors around the museum, including wayfinding to the major ticketed exhibitions.
2. Providing exhibition and program information, including about the two major exhibitions and ticketing.
3. Selling, processing, and scanning exhibition tickets and administering exhibition queues.

4. Invigilation of exhibition spaces, ensuring capacity regulations, security of artworks on display and engaging with visitors in the space.

5. Assisting with shop sales and other retail duties including keeping displays tidy and stocked.

This Position Description is intended as a guide to the performance of your duties and is not an exhaustive list of everything you are required to do when carrying out your duties. In addition to the Accountabilities and KPI's detailed below, you may be required to perform additional duties that are considered within your role and skill level.

Accountabilities and key performance indicators (KPIs)

Accountability

Visitor Experience & Concierge

KPIs

- Welcome all visitors and guests into SAM, provide key information about SAM, our exhibitions and museum guidelines, cloak bulky items upon arrival, to ensure a safe and enjoyable visit.
- Deliver high-quality visitor experiences by consistently providing outstanding customer service.
- Wayfind and direct visitors across the SAM site, promoting engagement with major exhibitions, programs, events and other activations within the building.
- Respond to visitor enquiries in a positive and professional manner, including questions regarding exhibitions, ticketing, parking, facilities, hospitality and visitor experiences in Shepparton.
- Provide appropriate assistance to visitors with specific needs and accessibility requirements.
- Welcome and brief groups visiting the museum and guide them to appropriate locations for public programs, educational programs and special events.
- Capture visitor feedback and demographic data to support SAM's Engagement and Business teams and record visitor numbers and information accurately in relevant databases.
- Undertake front-of-house administrative duties including ticket sales, bookings, memberships, visitor surveys and handling enquiries via phone, email and in person.
- Deliver ticketing services including checking and scanning tickets upon entry, processing bookings and ticket sales through SAM's ticketing platform, and ensuring exhibition spaces adhere to capacity regulations.
- Support group bookings, public programs and

Retail & Operational Support

Accountability

KPIs

special events through handling enquiries, greeting and checking in visitors, wayfinding and crowd management.

- Support SAM Retail and Visitor Services through shop sales when required, including cash handling, EFTPOS transactions.
- Provide cover for lunch breaks in the SAM shop and assist with other retail duties as needed.
- Work effectively as part of the Visitor Experience team and provide operational support across front-of-house activities as required.
- Maintain vigilance in exhibition spaces to ensure the protection and security of artworks, visitors and staff.
- Invigilate galleries, enforce museum guidelines and monitor exhibition capacity limits.
- Conduct regular walkthroughs of gallery spaces and report artwork incidents or building maintenance issues as required.
- Complete opening and closing procedures for exhibitions and ensure all public areas are safely cleared of visitors at the end of the day.
- 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
- 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

Gallery Invigilation & Safety

Work Health and Safety

Position dimensions

Revenue	\$ 0.00
Financial delegation	\$ 0.00
CAPEX/OPEX	\$ 0.00
Number of direct reports	0

Key internal and external stakeholders

Stakeholder	Purpose of communication
Visitor Experience Coordinator	Seek guidance, direction, and gain support
	Seek guidance, direction, and gain support

Stakeholder

Visitors to SAM
Council Maintenance Team
SAM Precinct Tenants

Purpose of communication
throughout the shift
Program delivery, evaluation, feedback
Provide team with maintenance issues arising
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