



金 龍 博 物 館

GOLDEN DRAGON MUSEUM POSITION DESCRIPTION

Position Title:	Weekend Officer (Part-Time)
Hours of Work:	Sundays, 9.00am – 5.00pm and occasionally as required on other days including Saturdays, weekdays, and public holidays
Remuneration:	Amusement, Events and Recreation Award – Grade 6. \$46.94 per hour (\$31.29 per hour, plus Sunday penalty rate applied) plus superannuation.
Reports to:	CEO

SUMMARY

National Chinese Museum of Australia Limited, trading as Golden Dragon Museum, is the Chinese cultural centre of Australia. Opening in 1991 the Museum exists to document, interpret and preserve the Chinese heritage in Australia on a not-for-profit basis. Visitors attend the Museum daily to view the prestigious collection and to learn about Chinese culture and multiculturalism in Australia. The Museum hosts a diverse group of visitors from school groups to tourists and houses a souvenir shop for visitors to purchase a range of mementos and gifts.

The Museum team is comprised of a small group of professional staff and volunteers and is led by the Chief Executive Officer (CEO). The team is collaborative, nimble and embraces the busy atmosphere.

This is a part-time opportunity that will provide the successful applicant the opportunity to work every Sunday over-seeing and managing all areas of the Museum, Gardens, Temple and Precinct's operations.

Job share proposals will be considered.

POSITION OBJECTIVES

The Weekend Officer is a new position and sees the incumbent having responsibility for all aspects of the operations of the Museum, Gardens, Temple and Precinct every Sunday as the Officer in Charge.

As Officer in Charge the primary responsibility is the successful and professional running of the Museum's various operations every Sunday. The role includes managing the Sunday team of staff, casuals and/or volunteers, working at the Front Desk and in the Galleries, overseeing and assisting with ticketing, selling retail items, security, trouble shooting, responding to general enquiries and other tasks commensurate with the smooth running of the business.

The Weekend Officer is responsible for ensuring a smooth arrival and orientation to the site for visitors and strives to provide outstanding customer service. Being one of the 'welcoming faces' of the Museum requires visitors to be greeted with courtesy and respect and provided with a rich introduction to the cultural experience of the Museum.

DUTIES AND RESPONSIBILITIES

- Manage Front Desk functions including welcoming visitors, ticketing and retail.
- Assist by being one of the first points of contacts for face to face and telephone enquiries.



金 龍 博 物 館

- Assist with meeting and greeting all entrants to the Golden Dragon Museum.
- Assist with providing reception services for Golden Dragon Museum staff, clients and visitors, in a professional and effective manner and in accordance with the agreed performance standards.
- Provide assistance with the monitoring of visitor behaviour and general security in the Museum's public areas including Front Desk/Retail/Ticketing and the Galleries, Gardens, Temple and Precinct.
- Assist with answering telephone calls on the general reception line and transferring calls to the appropriate contact.
- Respond in a timely manner to visitor enquiries including school groups, and other tour and event liaison and bookings.
- Contribute to and support a professionally presented environment at all times, especially at Front Desk/Ticketing/Retail and in the Galleries.
- Work as an effective and contributing member of the Golden Dragon Museum team.

OCCUPATIONAL HEALTH AND SAFETY

All employees are required to observe and practice the Golden Dragon Museum OHS and Quality policy, guidelines and procedures to maintain a harmonious, safe, and respectful work environment.

CHILD SAFETY

The Golden Dragon Museum is committed to the safety and wellbeing of all children within our centre. We create and maintain a child safe environment where the welfare of children is a priority, and we have zero tolerance for child abuse.

SKILLS AND QUALIFICATIONS

Front of House plays a central part in providing a friendly and professional public interface at the Golden Dragon Museum.

SELECTION CRITERIA

Required

1. Experience in retail or a similar industry and/or as a visitor experience officer, office administrator or similar position in a retail outlet, museum, art gallery, cultural institution, charity, or similar workplace.
2. Proven experience in cash handling and customer service.
3. A calm and mature outlook, that is also friendly and welcoming.
4. Strong interpersonal skills and communication skills.



館 物 博 龍 金

5. Outcomes focused with the ability to think and prioritise quickly.
6. Adept at problem solving and takes a collaborative approach to difficult situations.

Highly Desirable

1. Experience in successfully working cross-culturally and with people from a broad range of backgrounds.
2. Experience in successfully working as part of a small dynamic team including both professional staff and volunteers.
3. A proficiency in Chinese languages e.g. Cantonese and Mandarin (spoken and written).

EMPLOYMENT CHECKS

- A satisfactory police record is a mandatory pre-condition of employment.
- A current Working with Children Check is a mandatory pre-condition of employment.
- A current and valid First Aid qualification or the willingness to secure one within the first three months of employment is a mandatory condition of employment.

WEEKEND OFFICER (PART-TIME)

HOW TO APPLY

Applications must be in writing and include:

- A cover letter explaining why you are interested in the role, and what you would bring to the position.
- A CV detailing relevant paid and unpaid experience.
- The names and contact details of two referees.

Please note:

- Applications close **5.00pm Monday 19 October**. Late applications will not be considered.
- Application must be sent to ceo@goldendragonmuseum.org
- Any questions and inquiries about further information can be directed to Hugo Leschen, (03) 5441 5044 or ceo@goldendragonmuseum.org