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GOLDEN DRAGON MUSEUM POSITION DESCRIPTION

Position Title:	Front of House (Casual)
Hours of Work:	As agreed on a casual basis including weekdays, weekends and public holidays
Remuneration:	\$33.85/hour (Adult base rate) plus superannuation. Grade 2, Amusement, Events and Recreation Award
Reports to:	Visitor Experience Officer or Officer in Charge, as appropriate

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.

POSITION OBJECTIVES

Front of House supports the Visitor Services Officer (or Officer in Charge as appropriate) in their duties and responsibilities, especially in regard to the Museum's front desk and retail functions. The role includes working at the Front Desk assisting with ticketing, taking bookings, selling retail items, and responding to general enquiries. Being one of the 'welcoming faces' of the Museum requires visitors to be greeted with courtesy, respect and provided with a rich introduction to the cultural experience of the Museum.

Front of House works closely with the Museum's other staff and volunteers to ensure a smooth arrival and orientation to the site and strives to provide outstanding customer service.

DUTIES AND RESPONSIBILITIES

- Support 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.
- 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.
- Assist with answering telephone calls on the general reception line and transferring calls to the appropriate contact.



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- 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.

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. A calm and mature outlook, that is also friendly and welcoming.
3. Proven experience in cash handling and customer service.
4. Strong interpersonal skills and communication skills.
5. 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 is a desirable requirement of this position.



FRONT OF HOUSE (CASUAL)

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