



Ration Shed  
Museum

## FRONT RECEPTION & TOURS ASSISTANT - POSITION STATEMENT

### Position Title:

**RATION SHED MUSEUM - Front Reception Management & Tours  
Assistant**

**CHERBOURG HISTORICAL, CULTURAL & COMMUNITY PRECINCT (CHCC)**

### Position Summary:

Provide duties to support to the Operations Manager and Ration Shed Team operations across the various projects of the CHCC Precinct.

This includes, front of house, reception, entering shop sales data, phone enquiries, conducting routine tour guide activities for booked groups and individuals, set up spaces, pack away and cleaning of venue spaces.

The ability to work evening shifts and weekend work is sometimes required.

A **30 minute** lunch break during each work day negotiated based on daily activities and other staff break times. Work hours for Permanent Part-time position will be 9am-4.30pm Monday-Thursday and 9am-2pm Fridays.

Part time training for this position will start effective immediately this will be 3hrs a day. The permanent part-time position will start on the 8<sup>th</sup> of January 2024(once training is complete).

### Requirements for the position include.

Current Active blue card ( Essential), CV , 2 references, basic computer skills ( Essential) , Great communication skills, strong ability for public speaking, Business management experience or back ground( non-Essential),Ability to work both independently and in a team environment, Reliability is a must.

### Areas of Responsibility and Associated Duties:

#### 1. Tours Officer/ Assistant

- **Walk-In Visitors**
  - Meet & Greet 'Walk In' Visitors
  - Organise for participation in:
    - *'walk in' Tours, or*

- *Film/DVD Showing, or*
  - *iPad Tour*
- Complete Visitor Registration (*as part of COVID Data Collection*)
- Encourage Feedback from Visitors (*as part of Data Collection*)
- Organise morning set up for tours and venue hire
- Organise afternoon pack up and lock up of all buildings
- **Tour and Venue Bookings**
  - Respond to Customer Enquiries ensuring suitability and availability with Operations Manager
    - *Face-to-Face*
    - *Phone*
    - *Email*
  - Co-ordinate with Operations Manager with regards to booking and scheduling of Tours and Tour Groups or confirming bookings
  - Preparation of “Permits” for paying visitors
  - Booking Forms & Documents, Invoicing, Quotes & Payments
  - Assist Tour Guides & Elders as required
  - Assist groups in the use of the iPad Tours
  - Assist Casual Staff as required
  - Assist in the Storage and Maintenance of Tour Resources
    - *iPads*
    - *DVDs, Films and Books*
    - *Audio Visual, Equipment and Other Resources*
  - Assist with preparation of Venue and Facilities – Set up of Equipment
  - Assist with organisation of Catering as required
  - Process any financial transactions as directed by the Operations Manager including data entry of sales.
  - Further tasks with data entry may be required given the changeover in bookkeeping systems during March.

## **2. Retail Outlet - Sales**

- Responding to enquiries regarding products for sale
- Processing sales in Gift shop – EFTPOS and cash, recording sales in red book and in PC as required .
- Packaging / postage online sales in a timely manner. Recording in outgoing correspondence register.

- Stock takes and pricing stock items
- Cleaning store
- Customer services

### **3. General Operations**

- Set up and prepare various spaces within the Precinct in line with the bookings for the day. This task is based on times of bookings and needs to align with bookings to ensure smooth operations.
- Respond to customer enquiries including and sales and Ph enquiries.
- Assist Elders to undertake routine group and individual tours at the Museum
- Ensure timely response to phone calls and emails
- Maintain accurate and up-to-date records
- Assist with Facebook and Website posts and updates as requested
- Undertake routine group and individual tours at the Cherbourg Historical Precinct as required as per paid rate.
- Comply with all organisational policies and/or related procedures.
- Implement Risk Management Processes
- Work in a safe manner, report any unsafe conditions, events or incidents and comply with safety management system, work method statements and operational procedures and practices.
- Contribute positively as a member of the Team ,considering Team members responsibilities and roles.
- Attend scheduled staff and volunteer meetings
- Demonstrate positive Customer service focus and treat both internal and external customers including stakeholders with courtesy and respect.
- Demonstrate positive communication skills; interact with all persons in a clear appropriate and respectful manner.
- Maintain the Code of Behaviour and Code of Conduct as set out by the organisation including a commitment to good work habits. Be aware of consumable needs that are required by groups and are paid for by those group.
- Maintain a current Qld “Working with Children - Blue Card”. Advise employer immediately if status of Blue Card changes.
- Ensure culturally appropriate and sensitive behaviour when working with Indigenous peoples.

#### **Daily tasks:**

- Set up tea / coffee station on Ration Shed veranda. Refill water in urn as required throughout the day. Routinely collect used cups / glasses, wash up and replace as required.

- Hand sanitiser stations are placed outside Ration Shed and Boys Dorm at beginning of the day.
- Ensure toilets are in a hygienic state, refill paper towel and toilet paper as required. Unlock and Lock at the start and end of each day.
- Clean down bunya pine table. Set up with chairs and other required tableware if there is a tour group or venue hire scheduled for the day. Pack away all chairs and tea / coffee station at end of day.
- Check water coolers in Ration Shed and Dormitory. Replace water bottles and cups as required.
- Put flags up at beginning of day. Take flags down at the end of day.
- Gift Shop – Remove overnight merchant settlement slips from the EFTPOS machine. Place on spike
- Answer phone as required. Please take the phone with you if you are attending to tasks in other spaces.
- Monitor that all visitors complete details on daily COVID register sign in sheet. File completed forms at end of day.

**Please email all applications to**  
**[info@rationshed.com.au](mailto:info@rationshed.com.au)**