

TOUR GUIDE - 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 in conducting routine tour guide activities for booked groups and individuals (tours go from 2-3hrs), 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 workday negotiated based on daily activities and other staff break times if working over 4hrs.

Work hours for this part-time position will vary from 3hrs – 9hrs a week Monday-Thursday

Part time training for this position will start effective immediately. The permanent-part time position will start once training has been complete.

Requirements for the position include.

First nations person's only, Current Active blue card (Essential), CV, 2 references, basic computer skills, great communication skills, strong ability for public speaking, ability to work both independently and in a team environment, basic to strong knowledge of the history of Cherbourg and the greater sounding areas (Essential) 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
 - 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*
- 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
- 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.
- Arming and closer of buildings at the end of the day

2. 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.
- Assist to undertake routine group and individual tours at the Museum
- 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.
- Insure permits and list's pf names for tour groups are up to date and signed.
- Ensure all DVD/computer equipment is operational and ready for your tour group.
- Ensure all buildings are open and lights are turned on for your tour groups.

Please email all applications to info@rationshed.com.au