


## POSITION DESCRIPTION



<p><b>JOB TITLE:</b> Casual Museum Officer</p> <p><b>CLASS:</b> GSE Level 3</p> <p><b>POSITION NUMBER:</b> HT0017</p>	<p><b>AGENCY:</b> History SA</p> <p><b>DIVISION:</b> Migration Museum</p>
<p><b>REPORTS TO</b></p> <ul style="list-style-type: none"> <li>• Operations Manager</li> </ul>	<p><b>POSITIONS REPORTING TO THIS POSITION</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
<p><b>PRIMARY PURPOSE OF POSITION</b></p> <p>Casual Museum Officers are accountable to the Operations Manager for the delivery of customer services to a wide range and culturally diverse client user base.</p>	
<p><b>KEY ACCOUNTABILITIES</b></p> <ul style="list-style-type: none"> <li>• Deliver a high level of customer service:</li> <li>• Provide information, advice and assistance regarding the Museum's displays and other programs, location of services and sources of information to museum clients;</li> <li>• Promote and encourage a greater use of the museum's facilities;</li> <li>• Assist with the day-to-day operation of the Museum's front desk, shop and operate the computerised point of sale systems;</li> <li>• Participate in the public relations functions.</li> <li>• Provide a range of programs and services for a culturally diverse client/user base by:             <ul style="list-style-type: none"> <li>• Deliver and participate in the development of curriculum linked guided programs for students from Pre-School, Reception to Year 12 (including special education and gifted students), TAFE, tertiary education and adult education courses;</li> <li>• Assist in the development and deliver programs aimed at the general visitor;</li> <li>• Research and maintain relevant information sources relating to exhibition themes and education programs;</li> <li>• Provide advice to teachers on appropriate museum programs in consultation with the Education Officer, including adapting general programs to specific teacher requests;</li> </ul> </li> <li>• Assist in the operational objectives of the Museum by ensuring:             <ul style="list-style-type: none"> <li>• Maintain the tour booking system.</li> <li>• A secure environment for museum visitors, collections and buildings;</li> <li>• Participate in training programs for newly appointed guides and assist with the supervision of tourism and work experience students;</li> <li>• Contribute to routine curatorial cleaning and minor maintenance of displays;</li> <li>• Participate in Disaster Preparedness Committee and assist with any disaster operation if required;</li> </ul> </li> <li>• Contribute to the administrative efficiency of the organisation and its activities by:             <ul style="list-style-type: none"> <li>• Maintain accurate records;</li> <li>• Liaise with Administrative Assistant with the allocation of rosters and staffing of education programs;</li> <li>• Record and collate visitor's numbers, school bookings, special programs and events.</li> </ul> </li> </ul>	

<p><b>KEY RELATIONSHIPS / INTERACTIONS</b></p> <ul style="list-style-type: none"> <li>• Reports to the Operations Manager</li> <li>• Receives direction from the Director of the Migration Museum</li> <li>• Receives direction from the Education Officer</li> <li>• Liaises with the Administrative Officer</li> </ul>
<p><b>KEY CHALLENGES</b></p> <ul style="list-style-type: none"> <li>• Deliver guided programs to a wide range of clients;</li> <li>• Provide advice to teachers on Museum programs;</li> <li>• Research and maintain relevant information sources relating to exhibition themes and education programs</li> </ul>
<p><b>POSITION DIMENSIONS</b></p> <p>Staff: Nil Budget: Nil</p>
<p><b>QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Essential - Nil</li> <li>• Desirable – Qualification in History and/or Education and/or Humanities</li> </ul>
<p><b>SPECIAL CONDITIONS</b></p> <ul style="list-style-type: none"> <li>• Located at the Migration Museum but may be reassigned to other areas of History SA to perform work of a similar nature appropriate to the classification in either a temporary or permanent basis</li> <li>• Some out of hours work may be required</li> <li>• First Aid Certificate Desirable</li> </ul>

<p><b>CORPORATE RESPONSIBILITIES</b></p> <p>Responsible for:</p> <ul style="list-style-type: none"> <li>• Keeping accurate and complete records of business activities in accordance with the State Records Act 1998.</li> <li>• Maintaining a commitment to EEO, Diversity, Ethical Conduct and the legislative requirements of the OHS&amp;W Act.</li> <li>• Complying with the policies and procedures of History SA.</li> </ul>
<p><b>ESSENTIAL KNOWLEDGE / SKILLS / EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Ability to use work-related resources and information effectively in accordance with Government and Agency policies, procedures and guidelines.</li> <li>• Excellent listening and verbal communication and interpersonal skills;</li> <li>• Ability to participate effectively as a member of a team;</li> <li>• Demonstrated use of initiative and flexibility to manage challenging situations;</li> <li>• Ability to work within an Information and Communication Technology environment;</li> <li>• Experience of working in a culturally diverse workplace and environment</li> </ul>
<p><b>DESIRABLE KNOWLEDGE / SKILLS / EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Ability to speak one or more foreign languages;</li> <li>• Presentation skills</li> <li>• Strong interest in History and World Affairs</li> <li>• Experience in the use of Windows XP operating system and Microsoft 2007 software</li> </ul>

Approved by CE:  Date: 25/09/11 Occupant: \_\_\_\_\_ Date: \_\_\_\_\_