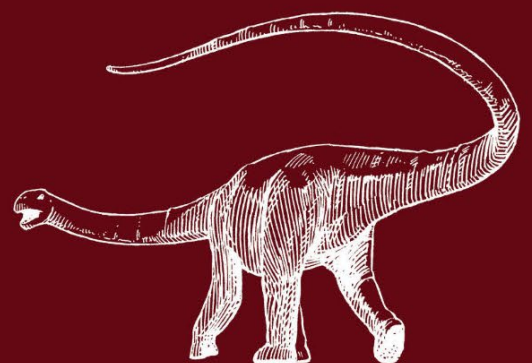


Make your  
**mark** at  
Australia's most  
aspirational  
Museum of  
Natural  
History

**APPLY NOW**



## **JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF FRONT OF HOUSE ASSISTANT (FIXED TERM)**

**The Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a relatively young and small museum staffed by people who are passionate about dinosaurs and fossils, Australian natural history and getting visitors involved. The Museum holds the world's largest collection of Australian dinosaur fossils and operates the most productive Fossil Preparation Laboratory in the Southern Hemisphere. The Museum hosts over 55,000 paying visitors annually, mainly self-drive Australian tourists who travel a long way to visit us. Giving them a fascinating experience and encouraging them to be ambassadors for the Museum is important to us.

The Museum is located on The Jump-Up (Australia's first International Dark-Sky Sanctuary), about 24km south-east of Winton in Central West Queensland. With the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park, managed by the Museum) 110km south-west of Winton and the dinosaur attractions at Richmond and Hughenden, north of Winton, the Museum is a vital part of Australia's dinosaur heritage and dinosaur tourist trail.

The Museum, opened on the site in 2009, includes a Fossil Preparation Laboratory, a Reception Centre with exhibition space (the Collection Room), Shop and Café, the Dinosaur Canyon Outpost and five Outdoor Galleries in Dinosaur Canyon and the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory.

Visitors pay for hourly guided tours of the Laboratory, Collection Room and Dinosaur Canyon. The Laboratory and Collection Room tours run for approximately 30 minutes each and the Dinosaur Canyon experience, including the *March of the Titanosaurs* exhibition tour, runs for 1.5 hours. The Noble Express shuttle bus is used to transfer visitors from the Reception Centre to Dinosaur Canyon and back again. Tours operate at the Museum and Park seven days a week during the busy tourist season of April to September (Winter Hours) and six days a week (not Sunday) from October to March (Summer Hours).

Group bookings for tourists and schools are typically scheduled for separate tours, with options for morning or afternoon tea, as well as group lunches and evening BBQ meals. Staff rosters are adjusted for evening shifts, allowing staff to start in the middle of the day.

The Museum is headed by a Board, Executive Chairman and management team. It employs about 35 staff for most of the year on a full-time or part-time basis with occasional casual support. The staff are assisted greatly by members of the public who pay to attend the annual Dig-A-Dino program and participate in the Prep-A-Dino program, learning how to prepare dinosaur bones ready for research and display. When time permits Tour Guides on duty in the Laboratory also learn how to prepare fossils, puzzle broken fossils together and undertake other fossil-related tasks. Research on fossils is facilitated by our own field palaeontologists with experts from Australian and international universities and museums.

Take some time to explore:

- the Museum at [www.australianageofdinosaurs.com](http://www.australianageofdinosaurs.com)
- Winton at <http://www.experiencewinton.com.au/> and <http://www.winton.qld.gov.au>
- the Dinosaur Stampede at <http://www.dinosaurtrackways.com.au/>

Winton is a remote town with about 1,100 residents, known for high summer temperatures and occasional winter frosts. It has a small airport with a twice-weekly service; the nearest airport with daily flights is Longreach, 177km away. The town features a gym, public swimming pool, hotels, cafés, grocery stores, a library, retail outlets, an Australia Post shop, National Australia Bank and schools (St Patrick's School and Winton State School).

## JOB DESCRIPTION

<b>Date:</b>	18 January 2025
<b>Job title:</b>	<b>Front of House Assistant</b> (fixed term)
<b>Responsible to:</b>	Museum Services Manager
<b>Responsible for:</b>	n/a
<b>Key relationships:</b>	Museum Services Manager Education & Astronomy Manager Reception Centre Supervisor Tour Guide/Dinosaur Stampede Caretakers Programs/Reception Assistant Museum visitors Maloney Lodge Precinct residents and Museum visitors Other Museum staff

### 1. Job context

The **Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a not-for-profit museum based in Winton, regional Queensland. Its purpose is to discover, prepare, interpret and display dinosaur fossils and tell the story of Australia's natural history. The Museum is dedicated to delivering a world-class attraction that educates and inspires its visitors, providing them with a unique Australian experience.

The Museum is contracted by Winton Shire Council to manage the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park), a Queensland Parks and Wildlife Service site. The Park represents the most concentrated site, and only definitive record, of dinosaur stampede behaviour in the world. Situated 110km south-west of Winton, this visitor attraction is the largest trace-fossil site in Australia.

The Museum has begun the third and final stage of its development, which entails the design and construction of the Australian Age of Dinosaurs Museum of Natural History (MNH). The MNH's purpose is to present and tell the story of Australia's geological journey through deep time by way of a centre of excellence that will become renowned worldwide.

### 2. Job purpose

The position of **Front of House Assistant** exists to:

- assist with front-of-house duties at the Reception Centre
- ensure the cleanliness of all Museum spaces
- deliver safe and efficient visitor transportation
- deliver excellent customer service and
- support Museum operations.

### 3. Key output areas

The key output areas below outline the responsibilities of this multifaceted role. The job holder will be rostered across four distinct work areas each shift: Reception front desk, Cretaceous Café, Noble Express Shuttle and Cleaner throughout the Museum Complex. From these, agreed performance standards will be established and monitored. These key

outputs are not exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

### **1. Assist with front-of-house duties at the Reception Centre**

This will be achieved by:

- being familiar with Café and Reception Centre procedures and any other relevant procedures
- providing a warm and friendly welcome to visitors at the Reception Centre front desk, explaining ticket options and selling tickets, souvenirs, food and beverages
- operating the point-of-sale system and promptly reporting and completing administrative tasks, such as till reconciliation
- notifying the appropriate supervisor or manager about low stock
- conducting tours in the Collection Room
- completing tasks assigned by the Reception Centre Supervisor, Café Supervisor or Museum Services Manager
- preparing food and beverages for service, including setup and cleanup for events
- providing timely counter and table service
- keeping the Café and Reception Centre clean by following provided checklists
- assisting with deliveries and stock management and
- being responsible for operating the Café in the absence of the Café Supervisor.

### **2. Ensure the cleanliness of all Museum spaces**

This will be achieved by:

- performing daily cleaning tasks to maintain cleanliness throughout the Museum complex, including dusting, sweeping, mopping, vacuuming and sanitising surfaces
- cleaning and sanitising bathrooms across the Museum complex and replenishing supplies (eg soap and paper towels)
- ensuring floors are clean and well maintained
- cleaning windows and glass surfaces to remove smudges and streaks
- properly using, maintaining and storing cleaning equipment and supplies
- disinfecting surfaces, countertops and fixtures to uphold hygiene standards
- assisting with cleaning and setup for events or functions
- cleaning and preparing guest rooms at the Maloney Lodge Precinct and ensuring bathrooms, laundry and kitchens are clean
- using the onsite laundry to wash, fold and replace linens and towels and
- reporting any damage or maintenance issues to the Museum Services Manager.

### **3. Deliver safe and efficient visitor transportation**

This will be achieved by:

- safely and efficiently transporting Museum visitors between the Reception Centre and Dinosaur Canyon Outpost and other areas as required
- ensuring the safety and comfort of all visitors, including those with mobility issues, prams or young children
- conducting a safety briefing before departure and addressing any visitor questions
- adhering to Australian road rules and work health and safety regulations
- checking for rubbish or lost property after each trip
- communicating effectively with visitors and managing emergency situations as they arise
- maintaining and cleaning the Noble Express shuttle-bus fleet, ensuring all vehicles are charged or fuelled and ready for use and
- performing routine vehicle checks in accordance with the Noble Express shuttle-bus checklist and reporting any maintenance needs promptly.

#### **4. Provide excellent customer service**

This will be achieved by:

- ensuring that visitors are attended to at the counters as quickly as possible
- greeting visitors in a friendly way and paying them attention and respect
- listening to visitors carefully, asking clarifying questions if necessary and speaking clearly
- being mindful of the small services that can be provided to visitors to help them enjoy their Museum experience and exceed their expectations
- treating any complaints positively and gratefully and remedying the problem whenever possible; notifying the Museum Services Manager of any complaints made and praise offered by visitors
- becoming knowledgeable about the Winton area and other attractions and answering visitors' questions and
- maintaining a high standard of personal hygiene and personal presentation.

#### **5. Support Museum operations**

This will be achieved by:

- studying, learning and following the information in the Tour Procedures (information and interpretation) and leading visitors on tours of the Collection Room
- being aware of and following the Museum's work health and safety requirements, including watching out for hazards, at all times – for visitors, staff and yourself
- adhering to Museum policies, procedures, house rules and checklists at all times
- maintaining up-to-date knowledge of good food-handling practices and ensuring compliance at all times
- assisting with regular stocktaking and data entry
- completing and evaluating agreed training opportunities, including participation in Museum training as required
- taking part in performance reviews as required
- assisting with the care and maintenance of Museum buildings and grounds as required and
- assisting with other occasional duties as required.

#### **4. Profile of an ideal Front of House Assistant**

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

##### **(a) Job competencies**

##### **Knowledge**

- an interest in or knowledge of the hospitality industry as well as reception duties and retail sales
- an interest in or knowledge of palaeontology, natural history and Earth sciences would be highly regarded

##### **Skills and abilities**

- well spoken, well presented, friendly and polite
- excellent communications skills and practice
- able to deliver excellent customer service
- able to work calmly and efficiently in a busy environment and seek out tasks when it is quiet
- effective and efficient organisational skills

- numerical abilities appropriate to the role, including ordering, end-of-day reconciliations and record-keeping

#### **Behaviour**

- a self-aware respectful and co-operative nature
- self-motivated, energetic and enthusiastic in pursuit of agreed goals
- reliable, dependable and honest
- flexible and willing to contribute to a seven-day-a-week roster, including public holidays and weekends, particularly from April to September
- emotionally intelligent with a professional approach to workplace relationships
- a clear and appropriate communicator
- willing to support and help other staff members
- open to receiving visitor, customer, manager and other constructive feedback and to treat it positively
- willing to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

#### **(b) Preferred qualifications**

- Queensland Working with Children Blue Card (mandatory)
- full Australian driver's licence (mandatory)
- first-aid and CPR certificates (highly regarded)
- barista or other similar qualification (highly regarded)
- certificates in cleaning operations (highly regarded)
- Food Safety Certificate
- Responsible Service of Alcohol certification

#### **(c) Preferred experience**

- front-line customer-service experience, (eg retail or café) particularly in a museum, cultural facility or not-for-profit organisation
- experience using an electronic point-of-sale system
- experience in cleaning, housekeeping or similar roles
- experience using tourist vehicles to transport visitors

Note: as the Museum is located 24km from Winton, the Front of House Assistant is required to have their own car and a current P class or full driving licence.

### **5. Conditions of employment**

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer and include a three-month probationary period with formal monthly reviews. The hours can be worked on any day of the week, including weekends and public holidays, with hours rostered each week. Work will incur the normal hourly rate of pay, except on Sundays when time-and-a-half will apply. Any work on public holidays will be paid at the rate of double time for the hours worked. Any additional hours worked above 38 hours per week will be paid in overtime rates or a time-in-lieu arrangement may be negotiated.

This **Front of House Assistant** recruitment is for **three** full-time position (38 hours/week) from 24 March 2025 to 30 September 2025.

Note: this start date is flexible and will be agreed upon with the successful applicants.

No relocation allowance is available. The successful applicants may be offered up to two weeks' accommodation at the onsite Maloney Lodge Precinct, at \$15 per day, while they find suitable accommodation in Winton and should be aware that this offer can only be made if a room is available.

The Museum has a limited number of cabins available to fixed-term contract staff at the AAOD Staff Village (78 Manuka Street, Winton). If you are offered AAOD housing, a daily or weekly rate and electricity and telephone arrangements will be agreed upon with you.

Due to the staffing demands of the busy tourist season, annual leave applications are unlikely to be approved for time off from late June to early October, particularly during school holidays.

Comprehensive initial and ongoing training is provided to enhance each staff members communication skills, delivery techniques, dinosaur knowledge and operation of equipment.

## 6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Front of House Assistant positions (fixed term) are classified as Grade 3, with an adult hourly rate of \$25.80. Junior employees under 20 years old will receive a percentage of the adult rate.

Superannuation contributions are made in accordance with legal requirements, currently set at 11.5% of ordinary hours worked.

The full text of the Award can be found on the Fair Work Commission website at <http://www.fwc.gov.au/>

## 7. Applications

Email applications must include the following:

- a resumé (maximum three pages) detailing two unrelated referees (with names and contact details) who can confidentially assess your suitability for the position
- a cover letter that addresses the tasks and responsibilities outlined in the Job Description
- an Employment Application Form, available on the Museum website's *Employment* page.
- if possible, include a photo, brief video clip or links to these and
- one written reference from a previous employer who is not a friend or family member.

Your application, with attached documents, should be marked **Confidential – Front of House Assistant (fixed term)** and sent to:

Head of Museum, Naomi Miles  
[recruitment@aaod.com.au](mailto:recruitment@aaod.com.au)

Applications will remain open until the positions are filled.