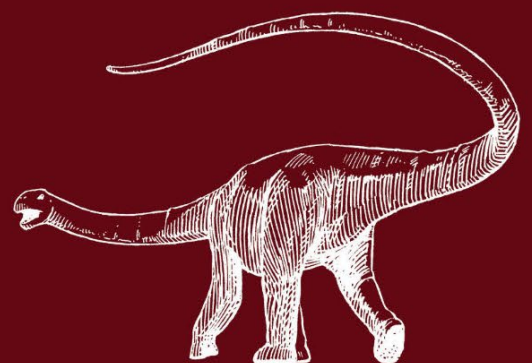


Make your
mark at
Australia's most
aspirational
Museum of
Natural
History

APPLY NOW



JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF PROGRAMS/RECEPTION 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
- 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

Date:	18 January 2025
Job title:	Programs/Reception Assistant
Responsible to:	Museum Services Manager
Responsible for:	n/a
Key relationships:	Museum Services Manager Education & Astronomy Manager Training Supervisor/Tour Guide Reception Centre Supervisor Laboratory Supervisor/Tour Guide Bookkeeper (accountants) Front of House Assistants Tour Guide/Dinosaur Stampede Caretakers Other Museum staff Museum group-tour organisers and their staff Participants and volunteers, including Honorary Technicians Museum visitors, particularly group-tour visitors

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 **Programs/Reception Assistant** exists to:

- assist with Museum enquiries, bookings and programs
- assist with accommodation bookings
- assist with front-of-house duties at the Reception Centre
- deliver excellent internal and external customer service and
- support Museum operations.

3. Key output areas

The following key output areas represent the responsibilities of the job holder. 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 Museum enquiries, bookings and programs

This will be achieved by:

- being knowledgeable about the Museum's offerings and prices
- sending out booking confirmations
- providing prompt replies to emails and telephone inquiries
- communicating with tour operators, school-group and other group organisers about times, prices, group numbers, catering and other requirements and itineraries
- maintaining good working relationships with organisers' nominated contact people
- creating and following up with invoices for all Prep-A-Dino, Dig-A-Dino and education bookings in consultation with the Bookkeeper
- assisting with internal program-related communications as appropriate to each booking
- assisting the Museum Services Manager, as required, ensuring all programs and daily tours are co-ordinated efficiently and effectively
- informing the Museum Services Manager about any special bookings or requests that may require their attention and
- maintaining all electronic files and records related to the role on the Museum's server in accordance with the Museum's standards.

2. Assist with accommodation bookings

This will be achieved by:

- being knowledgeable about the Museum's accommodation offerings, including room locations and amenities
- communicating with guests and tenants of the Maloney Lodge Precinct and AAOD Staff Village about rates, dates and other requirements
- assisting with enquiries and making reservations for the Museum's accommodation facilities, ensuring timely, friendly and professional responses
- supporting the Museum Services Manager in maintaining accommodation availability and conveying requirements to operations staff
- raising invoices and following up on deposits with the Bookkeeper and sending out booking confirmations and itineraries and
- ensuring all information received from participants, volunteers, staff and guests remains confidential.

3. 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 and ensuring all spaces are clean and organised
- 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.

4. Deliver excellent external and internal customer service

This will be achieved by:

- understanding that everything you do, with visitors, tour organisers, colleagues and others, has a customer-service aspect to it
- being familiar with the Customer Service Policy & Procedures and being a customer-service role model for others working at the Museum
- always treating visitors, other staff members, suppliers, advisors and others with respect
- becoming knowledgeable about the Winton and Central West area and other attractions and answering visitors' questions
- being watchful when visitors are in the Shop or Café to gauge if they need information or assistance and being available and friendly at all times
- being mindful of the obvious and potential physical and intellectual access requirements of visitors and helping them as required while respecting their dignity and independence and
- receiving visitors', tour organisers' and other staff members' concerns, complaints or suggestions positively and referring them to management when appropriate.

5. Support Museum operations

This will be achieved by:

- being mindful of security and fossil safety at all times
- staying informed about activities across the Museum to enhance booking capabilities
- adhering to Museum policies, procedures, house rules and checklists at all times
- providing induction, training and support to other Museum staff as appropriate
- being aware of and following the Museum's work health and safety requirements and watching out for hazards at all times – for visitors, staff and yourself
- assisting with the care and maintenance of the Museum grounds, buildings and other assets as required
- assisting with stocktaking if required and
- being an excellent role model, advocate and representative for the Museum.

4. Profile of an ideal Programs/Reception 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
- knowledge of group-tour operations, including all aspects of bookings

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)
- first-aid and CPR certificates (highly regarded)
- barista or other similar qualification (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 reservation systems, electronic point-of-sale systems and handling cash
- experience in a group-tour-booking environment

Note: as the Museum is located 24km from Winton, the Programs/Reception 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 **Programs/Reception Assistant** recruitment is for a full-time position (38 hours/week) from 14 April 2025 to 14 October 2025.

Note: these start dates are flexible and will be agreed upon with the successful applicant.

No relocation allowance is available. The successful applicant 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 Programs/Reception Assistant position (fixed term) is classified as Grade 4, with an adult hourly rate of \$27.17. 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 – Programs/Reception Assistant (fixed term)** and sent to:

Head of Museum, Naomi Miles
recruitment@aaod.com.au

This position will remain open until filled.