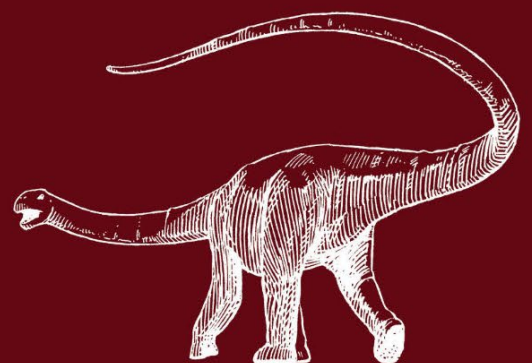


Make your
mark at
Australia's most
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Museum of
Natural
History

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JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF RECEPTION CENTRE SUPERVISOR (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:	Reception Centre Supervisor
Responsible to:	Museum Services Manager
Responsible for:	n/a
Key relationships:	Museum Services Manager Museum visitors Education & Astronomy Manager Programs/Reception Assistant Front of House Assistants Tour Guide/Dinosaur Stampede Caretakers Other Museum staff Prep-A-Dino participants and Honorary Technicians

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 **Reception Centre Supervisor** exists to:

- supervise the day-to-day operations of the Museum Reception Centre
- co-ordinate Museum Café (the Café) operations
- assist with Museum enquiries, bookings and programs
- provide excellent customer service and
- support Museum operations duties.

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. Supervise the day-to-day operations of the Reception Centre

This will be achieved by:

- supervising and being a role model for the staff members and any volunteers working in the Reception Centre and assisting with all tasks as appropriate or necessary
- rostering Reception Centre staff, including Café staff and Tour Guide/Dinosaur Stampede Caretakers
- providing a warm and friendly welcome to visitors at the Reception Centre front desk, explaining ticket options and selling tickets
- operating the electronic point-of-sale system and selling souvenirs
- ensuring the Shop is kept stocked tidy and clean and supporting Museum Shop operations as required
- ensuring the Reception Centre cleaning regime is fit for purpose and implemented, including but not limited to dusting stock, mopping floors, removing cobwebs, sweeping paths, cleaning toilets and hand-basins, filling toilet supplies and vacuuming the office area
- ensuring the Reception Centre Procedures are fit for purpose and implemented, including checklists for the opening and closing of the Reception Centre, money handling and reporting and
- ensuring all administrative tasks are undertaken, including accurate and prompt till reconciliation, banking and rostering.

2. Co-ordinate Museum Café (the Café) operations

This will be achieved by:

- being responsible for those aspects of the Café's operations as delegated and explained by the Museum Services Manager
- being familiar with the detailed Café Procedures, Reception Centre Procedures and any other relevant procedures
- ensuring excellent customer service and high customer satisfaction, while maximising sales and minimising expenses, shrinkage, and water and electricity use
- training and supervising the staff working in the Café, including allocating and monitoring tasks
- monitoring the condition and levels of perishable stock, and cleaning and other supplies, and ensuring that adequate supplies are on hand in the Café and in storage
- preparing orders for the Museum Services Manager to process and checking and signing off orders on delivery
- performing spot checks and end-of-month checks on stock levels and reporting same
- being mindful of and keeping up to date with safe food-handling best practices, including use-by and best-by dates and fridge/freezer temperatures
- being knowledgeable of work health and safety laws and practice, maintaining a healthy and safe environment and contributing to regular work health and safety audits
- being knowledgeable about the Café's food and beverage offerings, prices and presentation and recommending adjustments
- ensuring stock in display fridges and freezers is maintained
- preparing hot and cold drinks and food for service as required, including providing counter and table service as appropriate and in a timely fashion
- assisting with the preparation, set up, delivery and clean up for evening BBQs and other special events
- ensuring the Café counter, kitchen, table areas, storage areas, fridges, freezers, cupboards, shelving and equipment are kept clean and tidy at all times
- ensuring the Cash Handling Policy & Procedures are followed at all times
- adding up the cost of visitors' orders accurately, processing payments efficiently and ensuring that correct cash change is given

- overseeing the care of the Café equipment, glassware, cutlery, crockery and other items and advising the Museum Services Manager if anything needs replacement or other attention
- determining when food items need to be written off, advising the Museum Services Manager and ensuring that appropriate disposal is agreed and implemented and
- monitoring the appropriateness of and adherence to all procedures relevant to Café operations and discussing any concerns or recommendations for change with the Museum Services Manager.

3. Assist with Museum enquiries, bookings and programs

This will be achieved by:

- 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
- assisting with bookings for programs, including education (onsite and virtual), online ticket sales, Prep-A-Dino, Dig-A-Dino, agent bookings, wholesale groups and *famils* (FOC groups)
- sending out booking confirmations
- creating and following up with invoices for all wholesale, Prep-A-Dino, Dig-A-Dino and education bookings
- 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
- assisting with staff training in program and enquiry-related communications and the Museum's ResPax booking platform and
- maintaining all electronic files and records related to the role on the Museum's server.

4. Provide excellent internal and external customer service

This will be achieved by:

- providing a understanding that everything you do, with visitors, colleagues and others, has a customer-service aspect to it
- being a role model for other staff members to ensure that visitors are attended to at the counter as quickly and appropriately as possible; providing guidance as support as necessary
- listening to visitors carefully, asking clarifying questions if necessary and speaking clearly
- 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 small services that can be provided to visitors to help them enjoy their Museum experience and exceed their expectations
- treating any complaints positively and quickly remedying the problem whenever possible; notifying the Museum Services Manager of any complaints made and positive feedback offered by visitors
- always being friendly and treating other staff members, volunteers, suppliers and others with respect and
- becoming knowledgeable about the Winton and Central West area and other attractions and answering visitors' questions

5. Support Museum operations

This will be achieved by:

- assisting the Museum Services Manager to plan, organise and run events, including site hire and vendor requirements
- assisting with event set-up and clean up

- 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
- being aware of and following Museum policies, procedures, house rules and checklists, particularly those relevant to Reception Centre operations
- maintaining up-to-date knowledge of good food-handling practices
- completing and evaluating agreed training opportunities, including participation in Museum training as required
- providing induction, training and support to Reception Centre staff as appropriate
- taking part in performance reviews as required
- assisting with the care and maintenance of Museum buildings and grounds as required and
- assisting with other duties, including stocktaking, as required.

4. Profile of an ideal Reception Centre Supervisor

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 aspects of palaeontology, natural history or Earth sciences (highly regarded)
- knowledge of good food-handling practices
- some knowledge of good work health and safety practices
- some knowledge of administrative, point-of-sale and cash-handling practices

Skill and abilities

- well spoken, well presented, friendly and polite
- excellent communications skills and practice
- able to effectively co-ordinate and supervise support staff in a supportive and consistent way
- able to deliver and teach excellent customer service
- able to train support staff in all aspects of their roles and be a role model to them at all times
- 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 caring 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
- able to work calmly in a busy environment and seek out tasks when it is quiet
- emotionally intelligent with a professional approach to workplace relationships

- a clear and appropriate communicator
- willing to support and help other staff members when required
- open to receiving 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)
- Food Safety Certificate (highly regarded)
- Responsible Service of Alcohol certification

(c) Preferred experience

- front-front-line customer service or interpretation experience, particularly for a tourist attraction, educational or not-for-profit organisation
- experience supervising staff or volunteers
- experience in administration and supervising administrative tasks
- experience using an electronic point-of-sale system and handling cash

Note: as the Museum is located 24km from Winton, Reception Centre Supervisor 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 **Reception Centre Supervisor** recruitment is for a full-time position (38 hours/week) from 17 March 2025 to 30 September 2025.

Note: this start date is 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 Reception Centre Supervisor position (fixed term) is classified as Grade 5, with an adult hourly rate of \$28.02. Junior employees under 20 years old will receive a percentage of the adult rate.

An annual training and development allowance of up to \$500 per annum is available, subject to appropriate approvals being obtained, after one year of employment.

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 – Reception Centre Supervisor (fixed term)** and sent to:

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

This position will remain open until filled.