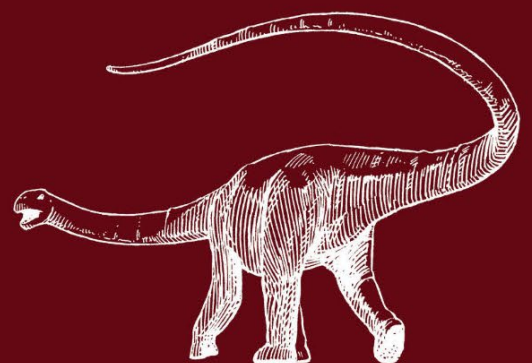


Make your
mark at
Australia's most
aspirational
Museum of
Natural
History

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JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF TOUR GUIDE/DINOSAUR STAMPEDE CARETAKER (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:	16 February 2025
Job title:	Tour Guide/Dinosaur Stampede Caretaker (fixed term)
Responsible to:	Education & Astronomy Manager
Responsible for:	n/a
Key relationships:	Education & Astronomy Manager Museum Services Manager Other Tour Guide/Dinosaur Stampede Caretakers Training Supervisor/Tour Guide Laboratory Supervisor/Tour Guide Collection Manager Reception Centre Supervisor Museum visitors Programs Assistant/Tour Guide Front of House Assistant 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 **Tour Guide/Dinosaur Stampede Caretaker** exists to:

- conduct guided tours
- fulfil Reception Centre duties
- assist with fossil preparation and other Laboratory duties
- deliver excellent internal and external customer service
- assist with the Museum Café, catered and other events
- support the Park operations as a Tour Guide/Dinosaur Stampede Caretaker (if agreed with your manager) 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. Conduct guided tours

This will be achieved by:

- studying, learning and following the information in the Tour Procedures (information and interpretation)
- leading visitors on tours of the Fossil Preparation Laboratory, Collection Room, *March of the Titanosaurs* exhibition, Gondwana Stars Observatory and Dinosaur Stampede National Monument
- driving groups of visitors via shuttle transportation and conducting tours through Dinosaur Canyon
- being mindful of the different ages, interests and knowledge represented in each tour group and tailoring tours to suit those present
- learning techniques to handle young children or others who might disrupt tours
- researching information to enhance your natural history knowledge to keep your tours current and consistently improved and
- being mindful of security and fossil safety at all times.

2. Fulfil Reception Centre duties

This will be achieved by:

- 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
- keeping stock tidy and clean, notifying any stock that is running low and generally supporting the Shop operations if asked to help with a task
- cleaning, including dusting stock, mopping floors, removing cobwebs, sweeping paths, cleaning toilets and hand-basins, filling toilet supplies and vacuuming the office area
- learning and following the Reception Centre Procedures, including checklists for opening and closing, money handling and reporting and
- completing any administrative tasks, including till reconciliation, accurately and promptly.

3. Assist with fossil preparation and other Laboratory duties

This will be achieved by:

- preparing fossils in accordance with Museum requirements and as instructed
 - assisting with other fossil-related tasks and
 - cleaning, tidying and other tasks as requested.
- Note: day-to-day duties in the Fossil Preparation Laboratory are supervised by the Laboratory Supervisor or Collection Supervisor.

4. Deliver excellent external and internal customer service

This will be achieved by:

- understanding that everything you do, with visitors, colleagues and others, has a customer-service aspect to it
- 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' and other staff members' concerns, complaints or suggestions positively and referring them to management when appropriate.

5. Assist with the Museum Café, catered and other events

This will be achieved by:

- assisting with the preparation of Café food and drinks, especially in Summer Hours when there are no dedicated Café staff
- selling Café food and drinks and keeping counters, tables, chairs and the forecourt area tidy and clean
- learning and following the Museum Café Procedures for all food ordering, food handling and operation of Café equipment and
- assisting with the preparation, set-up, running and cleaning-up for catered and other events.

6. Support the Park operations as a Dinosaur Stampede Caretaker

This will be achieved by:

- studying and learning the information in the Lark Quarry Interpretation Procedures Manual
- maintaining the grounds and buildings around the Park and ancillary areas as directed
- irrigating the grounds and planted trees within the Park and ancillary areas as directed
- communicating events, issues, rainfall amounts and any other requested information to your manager or other nominated person
- ensuring the premises are secured in accordance with guidelines
- adhering to the relevant Winton Shire Council policies, procedures, guidelines, house rules, checklists and instructions at all times, in particular, being aware of and following the Winton Shire Council's and the Museum's health and safety requirements
- participating in Council training as required and
- any other specific duties agreed with your manager.

Note: these duties will only be applicable if it is agreed that the Tour Guide/Dinosaur Stampede Caretaker role at the Park will be part of your roster, in which case additional induction and training will be provided by your manager and the Education & Astronomy Manager.

7. Support Museum operations

This will be achieved by:

- 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 establishment of performance standards for the role and reviewing performance with your manager at least three-monthly
- identifying, completing and evaluating training and personal development opportunities, including participation in Museum training as required
- providing induction, training and support to other Museum staff as appropriate
- 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 Tour Guide/Dinosaur Stampede Caretaker

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
- an interest in or knowledge of aspects of natural history and Earth sciences

Skill and abilities

- well spoken, well presented, friendly, polite with the ability to deliver talks and programs
- an understanding of what excellent customer service looks like and the ability to deliver it
- numerical and analytical abilities for 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 visitor, 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

Note: if it is agreed that the Tour Guide/Dinosaur Stampede Caretaker role at the Park will be part of your roster, this is sometimes a sole-charge position requiring a person with confidence, common sense and a developed sense of responsibility – especially in any emergency that might occur, and comfortable with only their own company for extended periods, ie five days or more.

(b) Preferred qualifications

- Working with Children Blue Card (mandatory)
- first-aid and CPR certificates (highly regarded)
- a science degree (highly regarded)

(c) Preferred experience

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

Note: as the Museum is located 24km from Winton, and Lark Quarry is 110km south of Winton, a Tour Guide/Dinosaur Stampede Caretaker 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 **Tour Guide/Dinosaur Stampede Caretaker** recruitment is for a 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 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 and benefits

Museum staff are employed under the Amusement, Events and Recreation Award. The Tour Guide/Dinosaur Stampede Caretaker position (fixed term) is classified as Grade 3, with an adult hourly rate of \$25.80. If offsite work at the Park is available and accepted, it 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/>

The Museum is growing there are opportunities for long-term growth and career progression for the right applicant.

The successful applicant will be offered up to two weeks' accommodation at the onsite Maloney Lodge Precinct and the possibility of staying at the AAOD Staff Village (78 Manuka Street, Winton).

Tour Guide/Dinosaur Stampede Caretakers can apply for Palaeo Guides accreditation after successful completion of one month probation. An optional program designed for the

Museum's Tour Guide's providing in house accreditation based on diverse topics they have mastered during their time at the Museum.

7. Benefits

Join a growing Museum with a vibrant and diverse team of staff and volunteers, dedicated to education and preservation. Benefits include

- the potential for long-term growth and career progression, as the Museum continues to expand
- up to two weeks of accommodation at the Maloney Lodge Precinct, with the option for extended stays at the AAOD Staff Village located at 78 Manuka Street, Winton for successful applicants and
- applying for Palaeo Guide Accreditation after completing a one-month probation. This optional in-house program offers specialised certifications in various natural history topics, allowing you to deepen your knowledge and skills.

8. 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
- an Employment Application Form, available on the Museum website's *Employment* page.
- if possible, include a photo, brief video clip or links to these
- one written reference from a previous employer who is not a friend or family member and
- applications will be evaluated based on the criteria outlined in the Job Description. To improve your application, you are encouraged to include a self-assessment related to the key output areas of the role.

Your application, with attached documents, should be marked **Confidential – Tour Guide/Dinosaur Stampede Caretaker (fixed term)** and sent to:

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

Applications will remain open until the position is filled.