

Casual Visitor Hosts

Join our vibrant customer-focused team and help people discover stories important to Canterbury. You must be able to work a variety of hours eg full days; or 10.00 am – 3.00 pm shifts; or a two hour shift to present tours.

To find out more about these positions and how to apply please visit the careers page on our website www.canterburymuseum.com

Applications close at 5.00 pm on Tuesday 28 February 2017.



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and an indication of when you are free to take up duties. You should also state whether or not you have any criminal convictions or have any hearings pending. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Your application should be addressed to **Anthony Wright, Director**, and emailed to:

VHApplication@canterburymuseum.com

Applications will close at 5.00 pm on Tuesday 28 February 2017. Applications must be in the specified format.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$16.83 per hour (plus 8% holiday pay of \$1.35, making a total of \$18.18) (80% of Band C), and \$21.04 per hour (plus 8% holiday pay of \$1.68, making a total of \$22.72) (100% of Band C).

JOB VALUE STATEMENT

Date:	February 2017
Job Title:	Visitor Host (Casual)
Responsible to:	Customer Experience & Education Manager
Responsible for:	N/A
Key Stakeholders:	Visitors to Museum and Discovery Telephone callers Event attendees Education programme attendees
Key Relationships:	Customer Experience & Education Manager Customer Experience & Education staff Public Engagement Manager, Deputy Director Protective Services staff Director (employer)

1. Job Context

The **Canterbury Museum** exists to add value to the present and future citizens of Canterbury and the many visitors to Christchurch, by welcoming our visitors to explore the diversity of the natural world and our cultural heritage and to make this a fun experience. This will be achieved through:

- creating an interactive experiential journey for our visitors through which we tell the stories of Canterbury Waitaha and New Zealand Aotearoa and provide a view on the rest of the world
- reaching out to children of all ages and providing learning experiences in an informative and enjoyable setting
- building and properly caring for the collection of priceless treasures we hold in trust for the community
- high quality relevant research on our collections and the dissemination of the results to the widest possible audience
- working with a range of partnerships which integrate us into the wider community. In particular we are committed to working with iwi in the spirit of the Treaty of Waitangi, embodying concepts such as mauri, kawa, mana and wairua
- providing our visitors with friendly high quality service and ensuring equitable access to all
- upholding and adhering to the highest professional standards of best practice
- providing maximum community benefits from the resources made available to us
- providing staff with the learning and development opportunities required to enable them to carry out their work.

The **Visitor Host** reports to the Customer Experience & Education Manager (see attached Organisation Chart).

2. Job Purpose

The position of Visitor Host exists to:

- meet and greet visitors to Canterbury Museum including Discovery ensuring a warm welcome that creates an excellent first impression
- deliver excellent customer service to all visitors and promote a strong customer focus ethos
- assist in promoting the Museum as a place where learning is fun, entertaining and informative
- enhance visitors' Museum experience by providing quality information
- assist with events and public programmes
- promote special exhibitions and public programmes
- manage public programme bookings
- provide a friendly and efficient telephone answering service.

Visitor Hosts will be rostered to cover the following job components: Main entrance meet and greet; Discovery meet and greet and public programme bookings; delivering Rebuild Tours as required; Telephone answering; Birthday parties; Assisting at functions and events.

3. Key Output Areas

The duties and responsibilities outlined describe the core tasks, you may be required to undertake other duties.

1. Welcoming meet and greet service by:

- pro-active meeting and greeting Museum and Discovery visitors with a welcoming smile and providing them with accurate and up-to-date information
- disseminating material relevant to exhibitions and public programmes
- encouraging donations in a professional and friendly manner
- ensuring school groups are managed appropriately upon arrival, including bag control, contact with Education Communicators and providing directions to independent school groups
- maintaining the Information Desk, Museum entrance and Discovery to a standard which reflects the professionalism of the Museum
- welcoming clients and visitors on behalf of staff
- operating the visitor pass register for access to non-public areas
- maintaining front of house facilities for visitors eg bag check.

2. Customer Service delivered and promoted by:

- providing a friendly and efficient telephone answering service
- handling visitor requests, comments and complaints promptly and professionally
- answering internal and external enquiries in a friendly and efficient manner
- managing bookings for public programmes
- staffing pay-for exhibitions and operating special exhibition merchandise sales
- monitoring the presentation of all public areas and notifying any damage or wear and tear to the Group Manager
- maintaining a high standard of presentation and personal grooming
- providing effective support to other areas of the Museum where appropriate.

3. Supporting functions and events at the Museum by:

- setting up, assisting with and dismantling equipment for both daytime and evening programmes and events, in conjunction with the Protective Services Group
- assisting with event, programme and exhibition evaluations and identifying potential improvements to services and processes
- running Discovery Club birthday parties.

<p>4. Quality information provided by:</p> <ul style="list-style-type: none"> • providing specific information on exhibitions, programmes and collection items and facilities • providing general information on Christchurch and its attractions • answering internal and external Public Programme enquiries in a friendly and efficient manner • processing financial transactions accurately and efficiently • maintaining the record management systems for all Museum bookings • assisting with the provision of performance reports to Museum management • maintaining Explorer Club memberships.
<p>5. Effective communication provided by:</p> <ul style="list-style-type: none"> • communicating house rules to protect collections eg food and beverage requirements • receiving and receipting objects from the public and forwarding these to Collection Technicians as per agreed procedures • maintaining good communications with the Museum Store and Museum Café staff • working with Protective Services staff to ensure that an emergency evacuation can be effectively carried out at any time.
<p>6. Promotion of Museum as a Centre of Excellence by:</p> <ul style="list-style-type: none"> • adhering to Museum policies and procedures, guidelines and house rules • adhering to professional standards, practices and codes of ethics • promoting excellent public relations by clearly communicating Museum values and objectives • working to ensure the Museum is a responsible tourism destination • proactively seeking continuous improvement to further enhance the visitor experience • accepting additional responsibilities when requested • promoting and maintaining excellent internal working relations • adhering to the Museum’s health and safety practices and remaining aware of all health and safety matters at all times • ensuring use of sustainable practices wherever possible and continuously looking for ways for improvement.

4. Profile of an Ideal Visitor Host

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

- a comprehensive knowledge of front line customer service delivery
- passion and energy for delivering excellent customer service, and for developing, implementing and maintaining a strong customer focus
- interest in and some knowledge of Museums, their exhibitions, programmes and collections
- an understanding of the learning needs of children
- awareness of and sensitivity to cultural and special needs, particularly Tikanga Maori
- interest in museum learning philosophies and practices

Skills

- excellent customer service skills, both personal meet and greet and telephone
- interpersonal and applied listening skills
- excellent oral and written communication skills
- ability to take the initiative, problem-solving and decision-making skills
- experience in conflict resolution and dealing with difficult people

- retail experience an advantage
- accurate and efficient cash handling skills
- first aid experience
- computer, database, telephone and office equipment skills

Behaviour

- commitment to excellent external and internal customer service and continuous improvement
- a friendly and outgoing personality with a sense of humour
- alert and observant
- high level of energy, motivation and enthusiasm to achieve agreed tasks and goals
- flexibility and receptive to change and new ideas
- a positive team player and an independent thinker
- interest in the work of the Museum and its goals
- cultural sensitivity and a tolerance of others' attitudes

(b)Qualifications

The position will require:

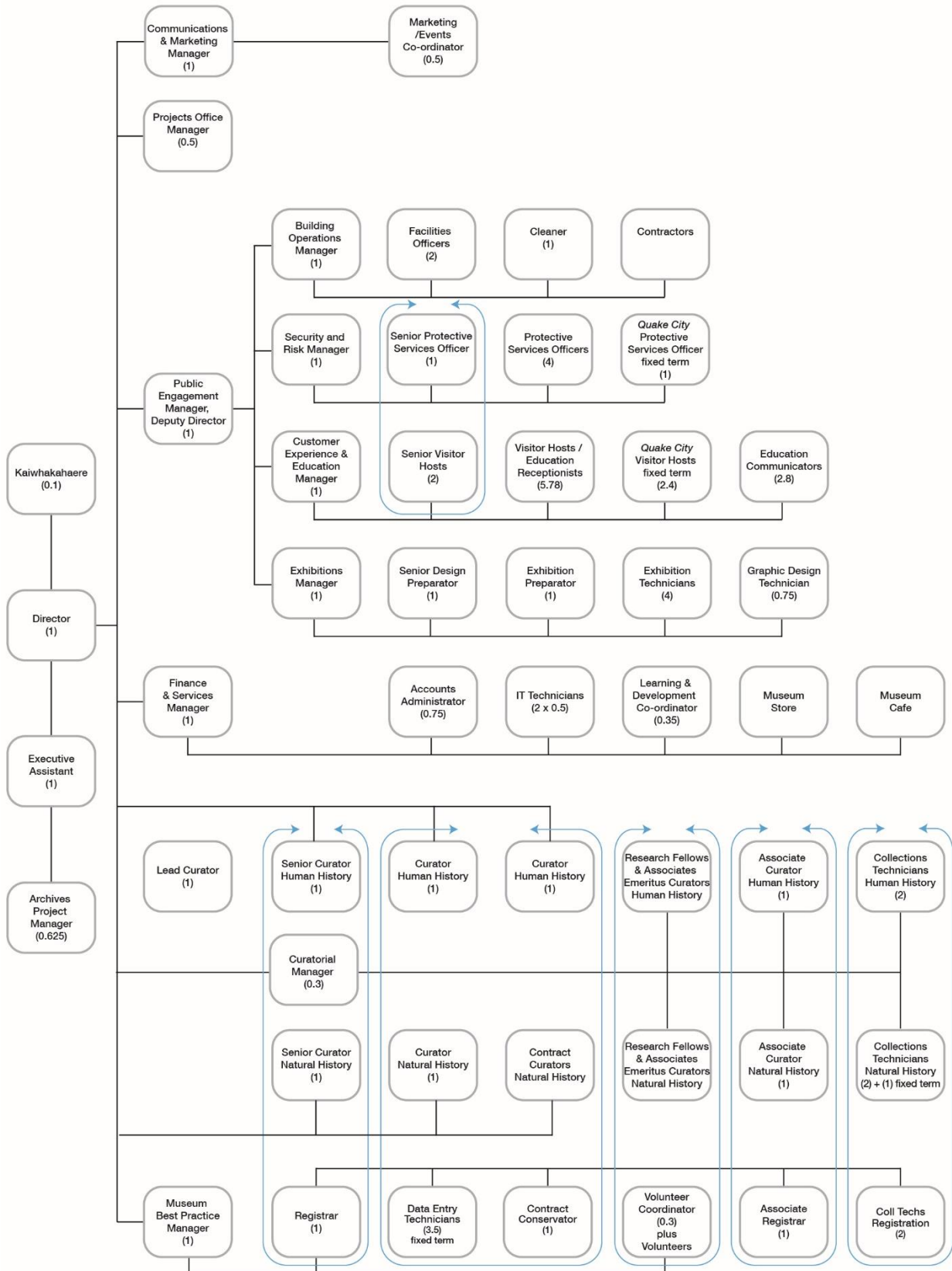
- a current First Aid Certificate (if this qualification is not already held, the successful applicant will commit to obtaining this once in the employ of the Museum)
- an appropriate visitor industry recognised qualification or certificate is desirable

(c)Experience

The position will require:

- recent experience in front-line customer service, preferably in the tourism or hospitality industry, both personal meet and greet, and telephone answering
- experience in making positive contributions within a vibrant team environment
- experience in communicating with people from a variety of backgrounds and ages
- proven ability to create and maintain positive public relations and internal working relations
- experience in the New Zealand education sector desirable

organisational chart



28 April 2016