



RE: CASUAL COMMUNICATOR

Thank you for your interest in the above position. A copy of the job description, person specification and the Otago Museum Supporting Information for Employment form are attached.

We are seeking people to help support the work of staff in public areas of the Museum. Casual Communicators are passionate about providing exceptional customer service and maintaining our presentation standards.

You must be a confident communicator who enjoys meeting new people and delivering information in formal and informal settings. A passion for learning, and wide knowledge in a variety of subject areas is desirable.

This position does not involve regular shifts but provides cover for programmes, events and staff leave as agreed.

Please note that the closing date for applications is **5pm, Friday 26 February 2016**.

Please apply by selecting the role you wish to apply for and completing your details at **www.otagomuseum.nz/jobs**.

If you would like more information please contact Teresa Fogarty, HR and Customer Services Manager on (03) 4793269.

Teresa Fogarty
HR and Customer Services Manager

Job Description

The Otago Museum's mission is to inspire and enrich our communities and enhance understanding of the world through our collections, our people and the stories we share.

Title:	Communicator – Casual
Scope:	Visitor Experience, Customer Service
Reports to:	HR & Customer Services Manager
Coordination of Work:	Front of House Manager

Primary Purpose:

To enhance the experience of Otago Museum, proactively delivering relevant and accurate information in a friendly and professional manner. This includes delivering structured and flexible programmes, tours and presentations.

Key Result Areas:

This position has a primary responsibility for communication and visitor experiences throughout all Otago Museum galleries, supporting the full-time Communicator team as required.

Visitor Liaison and Advocacy

- Have an excellent knowledge of all Otago Museum galleries, exhibitions, programmes and services, and to communicate these clearly to Museum visitors
- Maintain a presence in public areas of the Museum, proactively enhancing the visitor experience
- Enhance public awareness of the Museum's role and responsibilities and promote the Museum as a warm, friendly, relevant and interesting place
- Suggest changes or improvements to enhance the visitor experience
- Collect visitor feedback and communicate these effectively through approved channels

Galleries

- Approach and engage Museum visitors, proactively offering information and assistance
- Give guided tours of the Museum to pre-booked or impromptu groups
- Deliver gallery-based activities, tours and programmes that enhance the visitor experience
- Provide a knowledgeable and proactive biosecurity role, ensuring containment requirements are understood and upheld by all those entering the Tropical Forest
- Promote current and future programmes and exhibitions to Museum visitors
- Assist with the delivery of programmes and events, in association with other staff

Front of House Presentation

- Maintain high levels of presentation in all areas of the Museum, taking action where possible and identifying and communicating where further action is required
- Assist with routine operations and maintenance of audiovisual, sound systems, interactive displays, lighting and climate control systems
- Be familiar with opening and closing procedures for all public areas of the Museum
- Assist with functions held in the Museum, as required

Information Desk

- Offer a warm and professional welcome to all visitors and to deal with all visitor enquiries in a friendly and efficient manner
- Undertake reception and administrative functions including telephone, booking system, Eftpos systems, end of day financial reconciliations and Museum Shop sales, as required

Search Centre

- Assist with programmes, presentations, resource materials and displays as required
- Enhance the experience of visitors to the Search Centre by proactively assisting with research skills and, if needed, supplying relevant and accurate information

Discovery Desk

- Provide information and ticket desk services for Discovery World Tropical Forest
- Provide assistance with enquiries and identifications and refer to relevant staff when assistance is required
- Initiate and follow up Museum processes for enquiries and possible gifts from the public to the Museum through the approved channels, as required

Health and Safety

- Be responsible for the safety of Museum visitors
- Be familiar with the Museum's emergency procedures and to assist with the safe evacuation of visitors in the event of any emergency
- Identify and actively minimise or eliminate possible dangers to public and staff in the Museum; to report all hazards through the approved channels
- Adhere to the Museum Health and Safety Policy and best practices at all times

Security

- Ensure staff presence is maintained in public areas of the Museum to minimise the possibility of damage or theft
- Assist in identifying, managing and recording movements of visitors in and out of restricted areas, as required
- Be familiar with Museum security systems and ensure that all exhibitions and collection items on public display are secure
- Maintain radio contact with other Communicators so assistance is available if required

Front of House Team Participation

- Undertake day-to-day administrative tasks as required
- Keep abreast of developments in the visitor engagement and interaction areas, making suggestions that will add value to the Otago Museum
- Contribute as an effective member of the Front of House team and the wider Otago Museum team

Time Management

- Positively and proactively manage time and resources to achieve individual and collective goals
- Proactively use and update OM Central and Outlook planning and communications tools
- Effectively plan and communicate availability for shifts in agreed formats and timeframes; to meet agreed minimum requirements for shifts

General

- Ensure the Front of House Manager (or their authorised representative) receives regular and requested reports in agreed formats and timeframes, as required
- Represent the Museum professionally in all forums
- Provide professional assistance to other Museum staff, as required
- Use all Museum resources and assets wisely and with care

To carry out other duties as requested by the Museum Director.

Person Specification

TITLE: Communicator - Casual

This person specification describes the skills, knowledge and attributes most likely to suit the tasks and responsibilities described in the job description.

Communication

- Possesses good interpersonal skills with the ability to relate to and build rapport with others
- Displays effective listening skills
- Communicates ideas and opinions clearly and logically
- Communicates clearly, concisely and correctly, verbally and in writing
- Relays information confidently, in an interesting and informative manner

Delivery of Information

- Has a passion for local knowledge, science and history, both natural and human
- Can understand, learn and retain a significant amount of knowledge
- Develops and adapts presentations and tours suited to a wide variety of audience levels

Work Skills

- Has excellent attention to detail
- Can use a number of computer systems and can quickly orientate to new systems
- Generates ideas, shows ingenuity and creates solutions
- Values relating to other people and sharing knowledge
- Considers alternative courses of action carefully and develops sensible, practical solutions

Planning and Organisation

- Concentrates on critical issues and priorities
- Meets deadlines and works within agreed levels of authority and responsibility

Self-management

- Is dedicated to supporting the Museum team
- Self-motivates to maintain and improve performance
- Knows their own limitations
- Works effectively under pressure and handles stressful situations calmly and objectively
- Possesses a flexible and adaptable attitude

General

- Is physically able to spend hours standing and walking around the galleries and to participate in furniture set-up and pack down as required
- Is available and able to work both weekend days
- Maintains a positive and enthusiastic attitude
- Identifies opportunities and works to develop positive solutions to problems

OTAGO MUSEUM SUPPORTING INFORMATION FOR EMPLOYMENT FORM

Please complete this form and attach your Curriculum Vitae and covering letter.
The information you provide on this form will be used strictly in confidence.
If your application is successful, the Otago Museum will hold the information you supply on file.

POSITION APPLIED FOR

PERSONAL INFORMATION

SURNAME	
GIVEN NAME	
PREFERRED NAME	
IWI AFFILIATION (if any)	

ADDRESS

EMAIL ADDRESS (Please ensure this is entered clearly)			
STREET ADDRESS OR P.O. BOX			
SUBURB			
CITY			
POSTCODE		COUNTRY	

CONTACT DETAILS IN CASE YOU ARE SELECTED FOR INTERVIEW

	AREA CODE	NUMBER	Indicate the number where a message can be left
PHONE NUMBER			
OTHER NUMBER			

PLEASE NOTE

It is Museum practice to acknowledge applications **by email** within one week of the closing date.
Further written correspondence will also take place via email.

GENERAL INFORMATION

Are you legally entitled to work in New Zealand i.e. as a citizen, permanent resident or holder of a current work permit?

YES NO **PLEASE CIRCLE**

If you are a holder of a current work permit, please state below the type of work permit you have and the expiry date, along with your passport number and nationality.

WORK PERMIT AND EXPIRY DATE	PASSPORT NUMBER	NATIONALITY

Do you suffer from any injury, medical condition or other condition/s which may affect your ability to perform the duties of the position or may affect regular attendance?

YES NO **PLEASE CIRCLE**

If **YES**, please detail

Other than under the provisions of the Criminal Records (Clean Slate) Act 2004, have you been convicted of a criminal offence? (Please check your rights on disclosure under the Criminal Records (Clean Slate) Act 2004 before answering this question).

YES NO **PLEASE CIRCLE**

If **YES**, please detail

Are you awaiting the hearing of charges in a civil or criminal Court of Law?

YES NO **PLEASE CIRCLE**

If **YES**, please detail

Please disclose any other pertinent information that may have an effect on your employment at the Otago Museum or anything else you haven't told us that may affect your ability to perform the role

Do you have a current driving licence? YES NO **PLEASE CIRCLE**

Please specify your licence type LEARNERS RESTRICTED AUTOMATIC ONLY FULL
PLEASE CIRCLE

If your application is successful, when could you commence employment?

REFEREE ONE (WORK RELATED – PREFERABLY SOMEONE YOU REPORTED TO)

NAME	
POSITION	
COMPANY/ORGANISATION	
RELATIONSHIP TO YOU	
WORK PHONE	
HOME PHONE	
CELL PHONE	
EMAIL	

REFEREE TWO (WORK RELATED)

NAME	
POSITION	
COMPANY/ORGANISATION	
RELATIONSHIP TO YOU	
WORK PHONE	
HOME PHONE	
CELL PHONE	
EMAIL	

REFEREE THREE

NAME	
POSITION	
COMPANY/ORGANISATION	
RELATIONSHIP TO YOU	
WORK PHONE	
HOME PHONE	
CELL PHONE	
EMAIL	

Do you agree to enquiries being made as to the accuracy of information in this application form and in your Curriculum Vitae and/or security checks on any criminal conviction(s)?

YES NO **PLEASE CIRCLE**

I consent to the Otago Museum seeking verbal/written information on a confidential basis about me from my referees for the purpose of ascertaining my suitability for the position I am applying for.

PLEASE TICK THE BOX TO INDICATE YOUR CONSENT.

WHERE DID YOU FIRST LEARN OF THIS VACANCY?

Please complete (tick relevant box) to tell us how you learnt of this vacancy:

- Otago Museum website Word of mouth Student Job Search
- Otago Museum staff member Recruitment website Other
- Newspaper advertisement (please specify)

DECLARATION

I _____ declare to the best of my knowledge the answers to the questions in this application are correct. I understand that if any false information is given, or material fact suppressed, I may not be accepted, or if I am employed, I may be dismissed.

SIGNATURE

DATE

IMPORTANT INFORMATION ON RECRUITMENT AND SELECTION PROCESS FOR APPLICANTS

- Short-listing is based on the written applications received from applicants. Written applications must include a cover letter, curriculum vitae and an Otago Museum Supporting Information for Employment Form (signed). The selection panel will shortlist applicants whose written applications indicate they best meet the key result areas in the Job Description and the Person Specification of the vacancy.
- If you are selected for an interview you will be contacted by telephone and an interview date and time will be arranged.
- If you are not short-listed for an interview you will be advised by email within three weeks of the vacancy closing date.
- Candidates selected for interview may also be required to undertake some competency based assessment(s). This may include presentations, written exercises, role-plays or psychometric testing. You will be advised of all details when contacted.
- All interviewed applicants will be advised of the interview outcome either by telephone or by email.
- Reference checks may be conducted at any stage of the selection process. Please ensure correct details are provided and consent indicated.
- No verbal discussion of vacant positions will constitute an offer of employment, any offer of employment will be delivered in a draft employment agreement.
- If it is found that you have given incorrect or misleading information or have omitted any relevant information on this application form, you may be disqualified from appointment, or if appointed, you may be liable to be dismissed.

PRIVACY OF INFORMATION STATEMENT (PRIVACY ACT 1993)

Any information that you provide in this application form is solely for the purpose of assessing your suitability for the vacancy you have applied for. It will not be used for any other purpose nor supplied to any other party.