

Position Title:	Visitor Experience Officer
Department:	Engagement
Reports To:	Visitor Experience Lead
Direct Reports:	Nil
Salary Range:	Amusement, Events and Recreation Award (MA000080) – Grade 3

About Museum of Brisbane

Museum of Brisbane (MoB) is dedicated to celebrating the stories, places, and people of Brisbane. As the City's leading social history and art museum, MoB offers a vibrant, inclusive and dynamic program of exhibitions and programs year-round for locals and visitors to the city.

Purpose of Position

Museum of Brisbane Visitor Experience Officers ensure a welcoming, positive and engaging visitor experience for all visitors. As the “face” of the Museum, Visitor Experience Officers welcome a diverse range of visitors, provide informative and engaging guided tours of the Museum and its exhibitions, City Hall and surrounding areas, and provide safety and accessibility support to all visitors.

Key Responsibilities

- Provide the highest quality visitor experience for all audiences, ensuring an inclusive, safe, accessible, and vibrant environment.
- Interpret and share information with visitors to support their experience including information on visual arts and social history exhibitions and other programs.
- Undertake daily WHS procedures and monitoring of Museum spaces to ensure the safety of artworks, objects and visitors.
- Collect feedback from visitors through daily surveys.
- Support MoB Shop including sales transactions, cash handling and customer service.
- Provide ticketing support for Clock Tower and other tours, exhibitions, memberships, and special events.
- Take all safety measures when performing duties to ensure the safety of yourself and others and comply with Museum of Brisbane's Workplace Health and Safety (WHS) policies, procedures, and Government legislation.

If selected for further training, the below additional duties also apply:

- Deliver and facilitate educational programs, including tours, workshops, and creative activities.
- Duty manager, ensuring seamless operations, oversee staff rostered on the day and address customer needs fostering and environment where all individuals feel welcomed and valued.

Selection Criteria

- Two years previous experience in a customer service role.
 - Passion for art, history, and culture, with desire to share knowledge and inspire others.
 - Excellent communication and interpersonal skills, with the ability to interact effectively with diverse audiences.
 - Ability to work without direct supervision in a close-knit team in a fast-paced environment.
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- Understanding of security issues regarding safety of visitors and being comfortable directing others in emergency situations.

Desirable

- Proven history of experience in delivering education experiences in a cultural or educational context.
- Proven history of expertise in delivery of content specific tours and talks for diverse audiences.
- Proven history of expertise in delivery of art-based and creative activities.
- Proven history of experience in event delivery including hospitality/catering.

Working Environment and Physical Demands

- This role involves periods of standing, walking (including navigating stairs), and working in a dynamic, high sensory environment. We are committed to providing reasonable accommodations to support candidates in performing the essential functions of this role. If you require adjustments or support to fulfill these responsibilities, please let us know during the application process.

Required

- Blue Card Certification
- First Aid Certificate including CPR
- Responsible Service of Alcohol (RSA) Certification maybe required