



Far more than a
museum

Be part of history.

Reception/Cafe Assistant (one vacancy)

Australian Age of Dinosaurs

Full-time contract, 6 May to 11 October 2020

The position may include weekend and public holiday work

We are seeking an individual with

- excellent organisational skills
- good knowledge of food handling and safe practices
- high levels of motivation and energy; and
- a commitment to delivering excellent customer service.

A current manual driver's license and your own vehicle is essential as the Museum is 25km from Winton.

This is an opportunity to work for one of Australia's most innovative and award-winning tourist attractions while gaining invaluable experience in the tourism and Museum industry.

To find out more about the Museum, the positions sought and how to apply, visit

www.australianageofdinosaurs.com

The Job Information Pack and Employment Application Form can be found on the *Employment* page of the website.

Please direct all enquiries to lynda.alcorn@aaod.com.au

Applications will remain open until the position is filled.

Passionate customer focus. Shared curiosity. Fair dinkum integrity. Dynamic evolution.

JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF CAFÉ ASSISTANT (CONTRACT)

The Australian Age of Dinosaurs Museum of Natural History (the Museum, also known as AAOD) is a relatively young, 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 20,000 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 has an outstanding location on The Jump-Up, Dinosaur Drive, about 25 km south-east of Winton in Central-West Queensland. With the **Dinosaur Stampede at Lark Quarry Conservation Park** 110k south 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 is responsible for staffing at the Dinosaur Stampede on behalf of Winton Shire Council.

Three main buildings are on The Jump-Up site: a Laboratory with a visitor waiting room and display area opened in 2009, a Reception Centre with exhibition space (the Collection Room or Type Room), Shop and Cafe opened in 2013 and a Staff & Volunteer Amenities building opened in 2015. Concept design work has been completed for a multi-million dollar project to construct the main Museum building and work has begun on the adjacent Outdoor Galleries.

Visitors pay for hourly, guided tours of the Laboratory and Collection Room, each of approximately 30 minutes in duration. There is a 500 metre walk between the tour sites, or visitors can drive themselves. The first tour is at 9am and the last one is at 4pm. Tours operate seven days a week during the busy tourist season of April to September and six days a week (not Sunday) from October to March.

Bus tour groups – tourists and schools – are generally taken on separate tours operating on the half-hour. Some will have morning or afternoon tea and the Museum also offers tourist groups an evening meal which can be either a BBQ or deluxe dinner. As some night work is required, rosters are adjusted so that staff members working in the evening start work in the middle of the day.

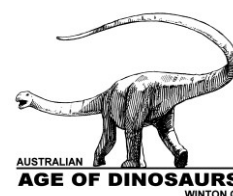
Australian Age of Dinosaurs is headed by a Board, Executive Chairman and management team. It employs about a dozen staff for most of the year on a full-time or part-time basis with occasional casual support. The staff are assisted greatly by members of the public who pay to attend the annual Dig-A-Dino program and participate in the Prep-A-Dino program, learning how to prepare dinosaur bones ready for research and display. After completing and passing a 10-day "prep" course, these people become Honorary Technicians and many return every year to spend at least a week volunteering in the Laboratory.

Research on the dinosaur fossils is undertaken by our own field palaeontologists along with experts from Australian and international universities and museums.

Please 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/>
- Australia's Dinosaur Trail at <http://www.australiasdinosaurtrail.com/>

Please be aware that this is a remote area that experiences very high summer temperatures and occasional frosts in winter. While there is a small airport at Winton with a twice-weekly service, the nearest airport with daily services is at Longreach, a 175 km drive. Winton is an area of approximately 1,300 people with an attractive and active town which includes a gym, public swimming pool, several hotels and cafes, several grocery stores, a library, a range of retail outlets, Australia Post shop including Westpac services, a National Bank, St. Patrick's School (co-ed, prep to year seven) and Winton State School (co-ed, prep to year 12).



JOB DESCRIPTION

Date:	January 2020
Job title:	Reception/Café Assistant (part time, fixed term)
Responsible to:	Museum Services Supervisor (Note: this role is supervised by the by the Café Supervisor (fixed term) when working the Museum Café)
Responsible for:	N/a
Key relationships:	Museum Services Supervisor Café Supervisor Operations Manager Café Assistant Tour Guides Finance Manager Other staff, volunteers and program participants Museum visitors

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 has the world's largest collection of Australian dinosaur fossils and the most productive fossil preparation laboratory in the Southern Hemisphere. The Museum is open six days a week from November to March (Summer Hours) and seven days a week from April to October (Winter Hours) excluding Christmas and New Year closures.

The Museum is also 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 Park is open the same days as the Museum with educational tours of the dinosaur trackways being delivered for members of the public up to six times a day.

2. Job purpose

The position of **Reception/Café Assistant** (part time, fixed term) exists to:

- Assist with Museum Café operations
- Fulfil Reception Centre duties
- Provide excellent customer service
- 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. Assist with Museum Café operations

This will be achieved by:

- assisting in the Museum Café whenever required
- being familiar with the Café Procedures
- being responsible for the day-to-day operations of the Museum Café in the absence of the Café Supervisor and the Café Assistant
- being knowledgeable about the Museum Café food and beverage offerings and prices
- preparing hot and cold drinks and food for service as required, including assisting with the set-up, delivery and clean up for evening BBQs or other special events
- providing counter and table service as appropriate and in a timely fashion
- keeping the Museum Café counter, kitchen and table areas clean and tidy at all times, and following the Museum Café checklist provided
- completing any tasks requested by the Café Supervisor or other supervisor
- adding up the cost of visitors' orders accurately, processing payments efficiently and always ensuring that the correct cash change is given
- following all money-related, accounting, administrative and other procedures
- letting the Café Supervisor know of any produce or stock that needs re-ordering
- letting the Café Supervisor know of any equipment, services or other items that need maintenance or other attention recommending to the Café Supervisor any food items that may need writing off, refrigerating items if appropriate Note: the Reception/Café Assistant is not authorised to make decisions on stock write offs.

2. Fulfil Reception Centre duties

This will be achieved by:

- providing a warm and friendly welcome to visitors at the Reception 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 Museum Shop operations if asked to help with a task
- cleaning including but not limited to dusting stock, mopping floors, removing cobwebs, sweeping paths, cleaning toilets and hand-basins, filling toilet supplies, vacuuming the office area
- following the Reception Centre Procedures including checklists for the opening and closing of the Reception Centre, money handling and reporting
- completing any administrative tasks, including till reconciliation, accurately and promptly.

3. Provide excellent internal and external customer service

This will be achieved by:

- ensuring that visitors are attended to at the counter as quickly as possible
- greeting visitors in a friendly way and paying them attention and respect
- listening to visitors carefully, asking clarifying questions if necessary and speaking clearly
- 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 gratefully and remedying the problem whenever possible; notifying the Visitor Experience Supervisor of any complaints made and praise offered by visitors
- always treating other staff members, volunteers, suppliers and others with respect
- becoming knowledgeable about the Winton area and other attractions and answering visitors' questions maintaining a high standard of personal hygiene and personal presentation.

4. 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
- adhering to Museum policies, procedures, house rules and checklists at all times
- maintaining up-to-date knowledge of good food-handling practices and ensuring compliance at all times
- completing and evaluating agreed training opportunities, including participation in Museum training as required
- taking part in performance reviews as required
- assisting with the care and maintenance of Museum buildings and grounds as required
- assisting with other occasional duties as required.

4. PROFILE OF AN IDEAL RECEPTION/CAFÉ ASSISTANT (PART TIME, FIXED TERM)

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 the hospitality industry, coffee making, food preparation and presentation, and safe food-handling requirements
- An interest in or knowledge of reception duties and retail sales
- An understanding of what excellent customer service looks like
- An interest in or knowledge of aspects of palaeontology, natural history and Earth sciences would be well regarded

Skills and abilities

- Well spoken, well presented, friendly and polite
- Able to deliver excellent customer service
- Numerical and analytical abilities appropriate for the role including for end-of-day reconciliations and record-keeping
- Able to work calmly and efficiently in a busy environment and seek out tasks when it is quiet.

Behaviour

- Reliable, flexible and willing to contribute to a seven-day-a-week roster, including public holidays, weekends and evenings
- Enthusiastic and energetic
- 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) Qualifications

The position requires:

- A Food Safety Certificate or other similar qualification
- A barista certificate or other similar qualification would be well regarded

(c) Experience

The preferred experience is:

- Front-line customer service experience, including making coffees and preparing food, particularly in a café, restaurant or shop for a tourist attraction 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, the Museum/Café Assistant (part time, fixed term) is required to have their own car and a current P class or full license.

5. Conditions of employment

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer of Employment 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 normal hourly rate and will, in addition, accrue time-in-lieu at 1.5 times the normal hours worked to be taken at a later date. Any additional hours worked above 38 hours per week will be accrued as time-in-lieu. Some provisions in the standard Letter of Offer of Employment are variations to the Amusement, Events and Recreation Award, as permitted by clause 7.1 Award Flexibility.

This recruitment is for:

- one full-time position (38 hours a week) on a contract basis with a preferred start date of 06 May 2020 and ending on 11 October 2020

Start date/s can be flexible and will be agreed with the successful candidate/s.

No relocation allowance is available. The successful applicants may be offered up to two weeks' accommodation in the on-site Maloney Lodge, at \$15.00 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.

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 on-going training is provided to enhance communication skills, customer service delivery techniques and operation of equipment.

6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Café Assistant (contract) position is classified as Grade 3 with an adult hourly rate of \$21.54. Junior rates for employees under 20 years of age are paid as a percentage of the adult rate.

Superannuation is paid at the rate required by law, currently 9.5% of ordinary hours or work wages.

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 are invited and applicants should provide:

- a Curriculum Vitae (maximum three pages) which contains the details of two referees (including name and contact details) who would be willing to assess your suitability for the position if they are contacted on a confidential basis
- Employment Application Form, available on the *Employment* page of the Museum website
- if possible, a photo or brief video clip or links to same
- one written reference from a previous employer who is not a friend or family member

Applications are assessed against the criteria in the Job Description. To make the most positive impression, you are also invited to submit a self-assessment as to your suitability for the position.

Your application, with attached documents, should be marked '**Confidential – Reception/Café Assistant**' and sent to:

lynda.alcorn@aaod.com.au

or

Lynda Alcorn
Operations Manager
Australian Age of Dinosaurs Museum
PO Box 408, Winton, Queensland 4735

Applications will remain open until the position is filled.