



# Cretaceous Café positions

AUSTRALIAN AGE OF DINOSAURS

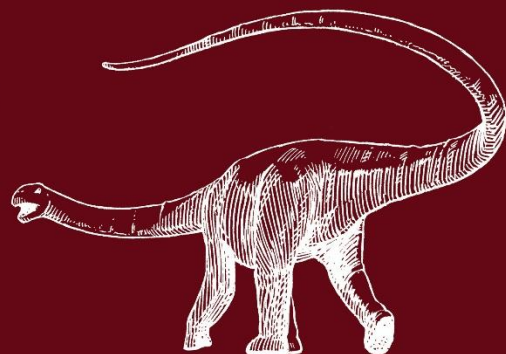
Make your **mark** at Australia's  
most aspirational Museum of  
Natural History

One Café Supervisor and two Café Assistant positions available with contracts from March to October 2023.

Download the position Job Description online on the *Employment* page of the Museum website.

Send your cover letter and resume to  
[recruitment@aaod.com.au](mailto:recruitment@aaod.com.au)

[australianageofdinosaurs.com](http://australianageofdinosaurs.com)



## **JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF CAFÉ ASSISTANT (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 has an outstanding location on The Jump-Up Dark-Sky Sanctuary, Dinosaur Drive, about 24km south-east of Winton in Central West Queensland. With the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park) 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.

Six main buildings are on The Jump-Up site: the Laboratory with a Visitor Waiting Room and display area opened in 2009, the Reception Centre with exhibition space (the Collection Room), Shop and Café opened in 2013, the Amenities building opened in 2015, the Dinosaur Canyon Outpost and five Outdoor Galleries in Dinosaur Canyon opened in April 2017, and the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory opened in May 2021 adjacent to Dinosaur Canyon.

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 *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 October (Winter Hours) and six days a week (not Sunday) from November to March (Summer Hours) excluding Christmas and New Year closures. At the Museum, the first tour in Winter Hours is at 9am and the last one is at 4.30pm. At the Park, the first tour is at 9:30am and the last one is at 3pm.

Group bookings – tourists and school groups – are generally taken on separate tours operating on the half-hour. Some will have morning or afternoon tea and the Museum also offers groups an evening BBQ meal. 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.

The Museum is headed by a Board, Executive Chairman and management team. It employs about 25 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.

The Museum roster allocates each person to either the Reception Centre, Laboratory, Café, Dinosaur Canyon or the Park each day they are on duty. 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 the dinosaur fossils is undertaken by our own field palaeontologists along with experts from Australian and international universities and museums.

Take some time to explore:

- the Museum at [www.australianageofdinosaurs.com](http://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 (177km south-east of Winton). Winton is an area with approximately 1,100 people and is an attractive and active town that includes a gym, public swimming pool, several hotels and cafés, several grocery stores, a library, a range of retail outlets, an Australia Post shop, a National Australia Bank, St Patrick's School (co-ed, prep to year seven) and Winton State School (co-ed, prep to year 12).

## JOB DESCRIPTION

<b>Date</b>	1 January 2023
<b>Job title</b>	<b>Café Assistant</b> (full-time fixed-term contract)
<b>Responsible to</b>	Café Supervisor (fixed term)
<b>Responsible for</b>	n/a
<b>Key relationships</b>	Museum Services Manager Café Supervisor (fixed term) Reception/Café Assistant (fixed term) Reception Centre Supervisor Tour Guides and other Museum staff Museum visitors, in particular Museum Café customers

### 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.

### 2. Job purpose

The position of **Café Assistant** (fixed term) exists to:

- assist the Café Supervisor
- provide excellent internal and external customer service 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.

<p><b>1. Assist the Café Supervisor</b> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• being familiar with the Café Procedures and Reception Centre Procedures</li> <li>• being responsible for operating the Museum Café in the absence of the Café Supervisor</li> <li>• being knowledgeable about the Museum Café food and beverage offerings and prices</li> <li>• 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</li> <li>• providing counter and table service as appropriate and in a timely fashion</li> <li>• keeping the Museum Café counter, kitchen and table areas clean and tidy at all times, and following the Museum Café checklist provided</li> <li>• completing any tasks requested by the Café Supervisor or other supervisor</li> <li>• adding up the cost of visitors' orders accurately, processing payments efficiently and always ensuring that the correct cash change is given</li> <li>• following all money-related procedures including setting up the till at the start of business, reconciling the till at the end of the day, completing any paperwork required and handing the cash to the manager or other nominated person on duty</li> <li>• letting the Café Supervisor know of any produce or stock that needs re-ordering</li> <li>• letting the Café Supervisor know of any equipment, services or other items that need maintenance or other attention</li> <li>• recommending to the Café Supervisor any food items that may need writing off, refrigerating items if appropriate (<u>Note</u>: the Café Assistant is not authorised to make decisions on stock write offs) and</li> <li>• following all accounting, administrative or other procedures.</li> </ul>
<p><b>2. Provide excellent internal and external customer service</b> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• ensuring that visitors are attended to at the counter as quickly as possible</li> <li>• greeting visitors in a friendly way and paying them attention and respect</li> <li>• listening to visitors carefully, asking clarifying questions if necessary and speaking clearly</li> <li>• being mindful of the small services that can be provided to visitors to help them enjoy their Museum experience and exceed their expectations</li> <li>• treating any complaints positively and gratefully and remedying the problem whenever possible; notifying the Café Supervisor of any complaints made and praise offered by visitors</li> <li>• becoming knowledgeable about the Winton area and other attractions and answering visitors' questions and</li> <li>• maintaining a high standard of personal hygiene and personal presentation.</li> </ul>
<p><b>3. Support Museum operations</b> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• being aware of and following the Museum's work health and safety requirements, including watching out for hazards, at all times – for visitors, staff and yourself</li> <li>• adhering to Museum policies, procedures, house rules and checklists at all times</li> <li>• maintaining up-to-date knowledge of good food-handling practices and ensuring compliance at all times</li> <li>• completing and evaluating agreed training opportunities, including participation in</li> </ul>

- Museum training as required
- taking part in performance reviews as required
- assisting with the care and maintenance of Museum buildings and grounds as required and
- assisting with other occasional duties as required.

#### 4. Profile of an ideal Café Assistant (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 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 (well regarded) and
- an RSA certificate (well regarded).

##### (c) Experience

The preferred experience is:

- front-line customer service experience, including making coffees and preparing food, particularly in a café or restaurant for a tourist attraction or not-for-profit organisation, and
- experience using an electronic point-of-sale system and handling cash.

Note: As the Museum is located 24km from Winton, the Café Assistant (fixed term) is required to have their own car and a current P class or full licence.

## 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 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 recruitment is for:

- **two** full-time positions (38 hours a week) on a fixed-term contract basis with a preferred start date of 21 March and ending on 7 October 2023.

Note: this start date is flexible and will be agreed upon with the successful candidate.

No relocation allowance is available. The successful applicants 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 seasonal 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 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 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 (fixed term) position is classified as Grade 3 with an adult hourly rate of \$23.52. 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 10.5% 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 resumé (maximum three pages) that 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
- an Employment Application Form, available on the *Employment* page of the Museum website
- if possible, a photo or brief video clip or links to same and

- 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 – Café Assistant**' and sent to:

General Manager  
Donna Maxsted  
recruitment@aaod.com.au

Applications will remain open until the position is filled.