



# Apply to become a Tour Guide

AUSTRALIAN AGE OF DINOSAURS

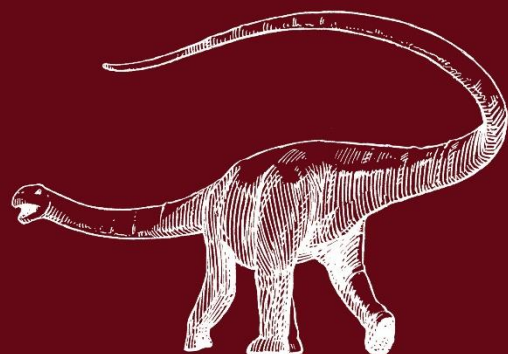
Make your mark at Australia's  
most aspirational Museum of  
Natural History

Ten 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 TOUR GUIDE (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>Tour Guide</b> (full-time fixed-term contract)
<b>Responsible to</b>	Education Manager
<b>Key relationships</b>	Museum visitors Education Manager Curator of Palaeontology Museum Services Manager Other Tour Guides Laboratory Supervisor Laboratory Co-ordinator/Tour Guide Reception Centre Supervisor Café Supervisor and Assistant (fixed term) Reception/Café Assistant (fixed term) Programs Supervisor General Manager and other Museum staff Prep-A-Dino participants and Honorary Technicians

### 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 **Tour Guide** (fixed term) exists to:

- conduct guided tours
- fulfil Reception Centre duties
- assist with the Museum Café, catered and other events
- deliver excellent internal and external customer service
- assist with fossil preparation and other Laboratory duties

- support the Park operations as Tour Guide/Dinosaur Stampede Caretaker (as agreed with your Manager) 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.

#### 1. Conduct guided tours

This will be achieved by:

- studying and learning the information in the Tour Procedures (information and interpretation)
- leading visitors on tours of the Fossil Preparation Laboratory, Collection Room and Gondwana Stars Observatory
- driving groups of visitors via shuttle transportation and conducting tours through Dinosaur Canyon and the *March of the Titanosaurs* exhibition
- being mindful of the different ages, interests and knowledge represented in each tour group and tailoring tours to suit those present
- learning techniques to handle young children or others who might disrupt tours
- researching information to enhance your dinosaur knowledge and keep your tours fresh and
- being mindful of security and fossil safety at all times.

#### 2. Fulfil Reception Centre duties

This will be achieved by:

- providing a warm and friendly welcome to visitors at the Reception Centre front 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 the Museum Shop operations if asked to help with a task
- cleaning, including 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 and
- completing any administrative tasks, including till reconciliation, accurately and promptly.

#### 3. Assist with the Museum Café, catered and other events

This will be achieved by:

- assisting with the preparation of Café food and drinks, especially in Summer Hours when there are no dedicated Café staff
- selling Café food and drinks and keeping counters, tables, chairs and the forecourt area tidy and clean
- following procedures for all food ordering, food handling and operation of Café equipment and
- assisting with the preparation, set-up, running and cleaning-up for catered and other events.



<p><b>4. Deliver excellent internal and external customer service</b> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• understanding that everything you do, with visitors and colleagues, has a customer service aspect to it</li> <li>• always treating visitors, other staff members, suppliers, advisors and others with respect</li> <li>• becoming knowledgeable about the area and other attractions and answering visitors' questions</li> <li>• being watchful when visitors are in the Shop or Café to gauge if they need information or assistance and being available and friendly at all times</li> <li>• being mindful of the obvious and potential physical and intellectual access requirements of visitors and helping them as required while respecting their dignity and independence and</li> <li>• receiving visitors' and other staff members' concerns, complaints or suggestions positively and referring them to management when appropriate.</li> </ul>
<p><b>5. Assist with fossil preparation and other Laboratory duties</b> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• preparing fossils in accordance with Museum requirements</li> <li>• assisting with other fossil-related tasks and</li> <li>• cleaning, tidying and other tasks as requested.</li> </ul>
<p><b>6. Support the Park operations as Tour Guide/Dinosaur Stampede Caretaker</b> <i>Additional duties, applicable only if it is agreed that the Tour Guide/Dinosaur Stampede Caretaker role at the Park will be part of your roster, in which case additional induction and training will be provided by your Manager and the Curator of Palaeontology.</i> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• studying and learning the information in the Lark Quarry Interpretation Procedures Manual</li> <li>• maintaining the grounds and buildings around the Park and ancillary areas as directed</li> <li>• irrigating the grounds and planted trees within the Park and ancillary areas as directed</li> <li>• communicating events, issues, rainfall amounts and any other requested information to your Manager or other nominated person</li> <li>• ensuring the premises are secured in accordance with guidelines</li> <li>• adhering to the relevant Council policies, procedures, guidelines, house rules, checklists and instructions at all times, in particular, being aware of and following the Council's and the Museum's health and safety requirements</li> <li>• participating in Council training as required and</li> <li>• any other specific duties agreed with your Manager.</li> </ul>
<p><b>7. Support Museum operations</b> This will be achieved by:</p> <ul style="list-style-type: none"> <li>• being mindful of security and fossil safety at all times</li> <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>• assisting with the establishment of performance standards for the role and reviewing performance with your Manager at least three-monthly</li> <li>• identifying, completing and evaluating training and personal development opportunities, including participation in Museum training as required</li> <li>• providing induction, training and support to other Museum staff as appropriate</li> <li>• providing excellent external and internal customer service at all times</li> <li>• assisting with the care and maintenance of the Museum grounds, buildings and other assets as required</li> <li>• assisting with stocktaking if required and</li> <li>• being an excellent role model, advocate and representative for the Museum.</li> </ul>

#### 4. Profile of an ideal Tour Guide (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 aspects of palaeontology
- An interest in or knowledge of aspects of natural history and Earth sciences

###### **Skill and abilities**

- Well spoken, well presented, friendly and polite
- Interested in public speaking, interpretation and education
- An understanding of what excellent customer service looks like and the ability to deliver it
- Numerical and analytical abilities for end-of-day reconciliations and record-keeping

###### **Behaviour**

- A self-aware, caring and co-operative nature
- Self motivated, energetic and enthusiastic in pursuit of agreed goals
- Reliable, dependable and honest
- Flexibility and willingness to contribute to a seven-day-a-week roster, including public holidays and weekends, particularly during Winter Hours
- Able to work calmly in a busy environment and seek out tasks when it is quiet
- Emotionally intelligent with a professional approach to workplace relationships
- A clear and appropriate communicator
- Willingness to support and help other staff members when required
- Open to receiving customer, manager and other constructive feedback and to treat it positively
- Willingness to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

Note: if it is agreed that the Tour Guide/Dinosaur Stampede Caretaker role at the Park will be part of your roster, this is sometimes a sole-charge position requiring a person with confidence, common sense, a developed sense of responsibility – especially in any emergency that might occur, and comfortable with only their own company for extended periods, eg five days or more.

##### (b) Qualifications

The preferred qualifications are:

- first-aid and CPR certificates
- a science degree and
- Blue Card registration for working with children or ability to obtain (mandatory).

##### (c) Experience

The preferred experience is:

- front-line customer service or interpretation experience, particularly for a tourist attraction, educational 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 and Lark Quarry is 110km south of Winton, a Tour Guide is required to have their own car and a current P class or full

driving 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 **ten** full-time Tour Guides (38 hours a week) on a fixed-term contract basis. The 2023 Tour Guide recruitment schedule is:

- **four** Tour Guide positions from 20 March to 14 October 2023
- **three** Tour Guide positions from 17 April to 7 October 2023
- **three** Tour Guide positions from 8 May to 7 October 2023

Note: these start dates are flexible and will be agreed upon with the successful candidates.

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 each Tour Guide's communication skills, delivery techniques, dinosaur knowledge and operation of equipment.

## 6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Tour Guide (fixed term) position is classified as Grade 3 with an adult hourly rate of \$23.52. Offsite work at the Park is classified as Grade 4 with an adult hourly rate of \$24.76. 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 worked.

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 – Tour Guide**' and sent to:

General Manager  
Donna Maxsted  
recruitment@aaod.com.au

Applications will remain open until the positions are filled.