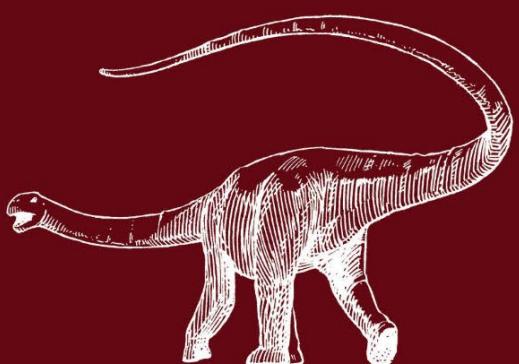


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JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF CAFÉ SUPERVISOR (FIXED TERM)

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 is located on The Jump-Up (Australia's first International Dark-Sky Sanctuary), about 24km south-east of Winton in Central West Queensland. With the **Dinosaur Stampede National Monument at Lark Quarry Conservation Park** (the Park, managed by the Museum) 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.

The Museum, opened on the site in 2009, includes a Fossil Preparation Laboratory, a Reception Centre with exhibition space (the Collection Room), Shop and Café, the Dinosaur Canyon Outpost and five Outdoor Galleries in Dinosaur Canyon and the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory.

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 the *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 September (Winter Hours) and six days a week (not Sunday) from October to March (Summer Hours).

Group bookings for tourists and schools are typically scheduled for separate tours, with options for morning or afternoon tea, as well as group lunches and evening BBQ meals. Staff rosters are adjusted for evening shifts, allowing staff to start in the middle of the day.

The Museum is headed by a Board, Executive Chairman and management team. It employs about 35 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. 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 fossils is facilitated by our own field palaeontologists with experts from Australian and international universities and museums.

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/>

Winton is a remote town with about 1,100 residents, known for high summer temperatures and occasional winter frosts. It has a small airport with a twice-weekly service; the nearest airport with daily flights is Longreach, 177km away. The town features a gym, public swimming pool, hotels, cafés, grocery stores, a library, retail outlets, an Australia Post shop, National Australia Bank and schools (St Patrick's School and Winton State School).



JOB DESCRIPTION

Date: 23 January 2026

Job title: **Café Supervisor** (a full time (fixed term)) position

Responsible to: Reception Centre Manager

Responsible for: n/a

Key relationships: Reception Centre Manager
Front of House Assistant
Education & Astronomy Manager
Reception Centre Supervisor
Tour Guide/Dinosaur Stampede Caretakers

1. About the Museum

The Australian Age of Dinosaurs Museum of Natural History is a world-class organisation and home to the world's largest collection of Australia's largest dinosaur fossils.

Australian Age of Dinosaurs was incorporated as a not-for-profit organisation in October 2002 and was based at Belmont, a sheep station owned by David and Judy Elliott. In 2006 a rugged mesa and wilderness area 24km south-west of Winton known as "The Jump-Up" was donated by the Britton Family and the Museum relocated there in 2009. Today the Museum houses the world's largest collection of Australian dinosaur fossils and comprises a Fossil Preparation Laboratory, Reception Centre and the *March of the Titanosaurs* exhibition at Dinosaur Canyon. Future plans include the construction of Australia's premier natural history museum.

The Museum is a non-profit organisation which draws support from across Australia.

2. Job purpose

The position of **Café Supervisor** exists to:

- co-ordinate the Museum Café (Café) operations
- assist with front-of-house duties at the Reception Centre
- ensure the cleanliness of all Museum spaces
- assist with the Museum café, catered and other events
- provide excellent customer service and
- support Museum operations.

3. Key responsibilities

This multifaceted role involves working across four areas each shift: Reception front desk, Cretaceous Café, Noble Express Shuttle and cleaning throughout the Museum Complex.

Agreed performance standards will be set and monitored based on these duties. The key responsibilities listed are not exhaustive and may change with internal or external factors.

1. Co-ordinate Museum Café (the Café) operations

You will:

- manage delegated aspects of Café operations as directed by the Reception Centre Manager
- follow Café Procedures, Reception Centre Procedures and other relevant protocols
- ensure excellent customer service while maximising sales and minimising expenses, shrinkage, water and electricity use
- train and supervise Café staff, assign and monitor tasks
- monitor perishable stock, cleaning and supply levels; maintain adequate stock in Café and storage
- prepare orders for processing and check/sign deliveries
- perform spot and end-of-month stock checks and report findings
- keep updated on safe food handling practices, including expiry dates and temperature controls
- comply with work health and safety laws; maintain a safe, healthy environment; contribute to safety audits
- know Café menu, pricing and presentation; recommend adjustments as needed
- maintain stock in display fridges and freezers
- prepare hot and cold drinks and food, providing prompt counter and table service as required
- assist with setup, delivery and cleanup of BBQs and special events
- keep Café counter, kitchen, dining, storage and equipment clean and tidy
- follow Cash Handling Policy and Procedures strictly
- accurately total visitor orders, process payments and give correct change
- oversee care of Café equipment and supplies, report replacements or repairs to the Reception Centre Manager
- decide when food items should be written off, advise the Reception Centre Manager and ensure proper disposal and
- monitor adherence to Café procedures and discuss concerns or improvements with the Reception Centre Manager.

2. Assist with front-of-house duties at the Reception Centre

You will:

- follow café and reception centre procedures
- provide a warm welcome, explain ticket options and sell tickets, souvenirs, food and drinks
- operate the point-of-sale system and complete tasks like till reconciliation
- report low stock to the relevant supervisor or manager
- conduct tours in the collection room
- prepare and serve food and drinks, including event setup and cleanup
- maintain cleanliness using checklists
- assist with deliveries and stock management and
- run the café when the supervisor is unavailable.

3. Ensure the cleanliness of all Museum spaces

You will:

- clean and sanitise bathrooms and replenish supplies such as soap and paper towels
- ensure floors are clean and well maintained
- clean windows and glass surfaces to remove smudges and streaks
- use, maintain and store cleaning equipment and supplies properly

- disinfect surfaces, countertops and fixtures to maintain hygiene standards
- clean and prepare guest rooms at the Maloney Lodge Precinct including bathrooms, laundry and kitchens and replace linens and towels using the onsite laundry and
- report any damage or maintenance issues to the Reception Centre Manager.

4. Assist with the Museum Café, catered and other events

You will:

- assist with preparing café food and drinks, especially during Summer Hours when no dedicated café staff are rostered
- sell café food and drinks and keep counters, tables, chairs and the forecourt area clean and tidy
- learn and follow Museum Café procedures for food ordering, handling and equipment use and
- assist with preparation, setup, service and cleanup for catered and other events.

5. Provide excellent customer service

You will:

- ensure visitors are attended to at the counters as quickly as possible
- greet visitors in a friendly way and treat them with attention and respect
- listen carefully, ask clarifying questions if needed and speak clearly
- look for small ways to enhance each visitor's experience and exceed expectations
- respond to complaints positively, resolve issues where possible and notify the Reception Centre Manager of any complaints or praise and
- maintain a high standard of personal hygiene and presentation.

6. Support Museum operations

You will:

- help establish performance standards for the role and review performance with your manager at least every three months
- identify, complete and evaluate training and development opportunities including participation in Museum training
- perform duties at the Museum and at the Dinosaur Stampede National Monument in Lark Quarry Conservation Park
- provide induction, training and support to other Museum staff as appropriate
- assist with care and maintenance of Museum grounds, buildings and other assets as required and
- be an excellent role model, advocate and representative for the Museum.

4. About you

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

1. Knowledge

- have an interest or knowledge of the hospitality industry, reception duties and retail sales and
- have an interest or knowledge of palaeontology, natural history and Earth sciences.

2. Skills and abilities

- well spoken, well presented, friendly and polite
- excellent communication skills and practice
- able to deliver excellent customer service
- able to work calmly and efficiently in a busy environment and seek out tasks when quiet

- effective and efficient organisational skills and
- numerical skills for ordering, end-of-day reconciliations and record keeping.

3. Behaviour

- self-aware, respectful and cooperative
- self-motivated, energetic and enthusiastic in pursuing goals
- reliable, dependable and honest
- flexible and willing to work a seven-day roster including public holidays and weekends, especially April to September
- emotionally intelligent with a professional approach to workplace relationships
- clear and appropriate communicator
- willing to support and help other staff
- open to receiving and positively responding to feedback from visitors, customers and managers and
- willing to wear the Museum uniform.

4. Qualifications

- Queensland Working with Children Check (mandatory)
- full Australian driver's licence (mandatory)
- first-aid and CPR certificates (highly regarded)
- barista or other similar qualification (highly regarded)
- certificates in cleaning operations (highly regarded)
- Food Safety Certificate and
- Responsible Service of Alcohol certification.

5. Experience

- front-line customer-service experience, (eg retail or café) particularly in a museum, cultural facility or not-for-profit organisation
- experience using an electronic point-of-sale system
- experience in cleaning, housekeeping or similar roles and
- experience using tourist vehicles to transport visitors.

5. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Café Supervisor position (fixed term) is classified as Grade 5, with an adult hourly rate of \$29.00. Junior employees under 20 years old will receive a percentage of the adult rate.

Superannuation contributions are made in accordance with legal requirements, currently set at 12% 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/>

6. Applications

Email applications must include the following:

- a resumé (maximum three pages) detailing two unrelated referees (with names and contact details) who can confidentially assess your suitability for the position
- an Employment Application Form, available on the Museum website's *Employment* page.
- if possible, include a photo, brief video clip or links to these

- one written reference from a previous employer who is not a friend or family member and
- applications will be evaluated based on the criteria outlined in the Job Description. To improve your application, you are encouraged to include a self-assessment related to the key output areas of the role.

Your application, with attached documents, should be marked **Confidential – Café Supervisor (fixed term)** and sent to:

peopleandculture@aaod.com.au

The application will remain open until the position is filled.