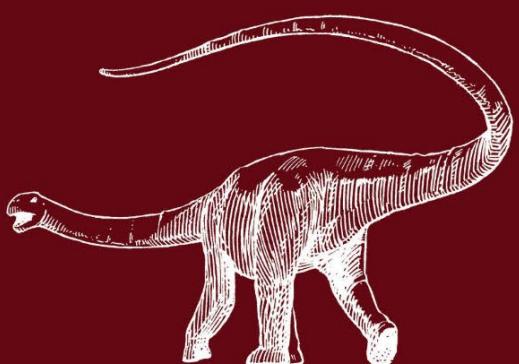


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## **JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF FRONT OF HOUSE ASSISTANT (FIXED TERM)**

**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 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](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/>

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:** **Front of House Assistant** (a full time (fixed term)) position

**Responsible to:** Reception Centre Manager

**Responsible for:** n/a

**Key relationships:** Reception Centre Manager  
Café Supervisor  
Reception Centre Supervisor  
Education & Astronomy Manager  
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 **Front of House Assistant** exists to:

- assist with front-of-house duties at the Reception Centre
- ensure the cleanliness of all Museum spaces
- deliver safe and efficient visitor transportation
- 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. 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.

**2. 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.

**3. Deliver safe and efficient visitor transportation**

You will:

- safely and efficiently transport Museum visitors between the Reception Centre, Dinosaur Canyon Outpost and other areas as required
- ensure the safety and comfort of all visitors, including those with mobility issues, prams or young children
- conduct a safety briefing before departure and address any visitor questions
- adhere to Australian road rules and work health and safety regulations
- check for rubbish or lost property after each trip
- communicate effectively with visitors and manage emergency situations as they arise
- maintain and clean the Noble Express shuttle-bus fleet, ensuring all vehicles are charged or fuelled and ready for use and
- perform routine vehicle checks in accordance with the Noble Express shuttle-bus checklist and report any maintenance needs promptly.

**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 Front of House Assistant positions (fixed term) are classified as Grade 3, with an adult hourly rate of \$26.70. 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
- a cover letter that addresses the tasks and responsibilities outlined in the Job Description
- an Employment Application Form, available on the Museum website's *Employment* page.
- if possible, include a photo, brief video clip or links to these and
- one written reference from a previous employer who is not a friend or family member.

Your application, with attached documents, should be marked **Confidential – Front of House Assistant (fixed term)** and sent to:

[peopleandculture@aaod.com.au](mailto:peopleandculture@aaod.com.au)

Applications will remain open until the positions are filled.