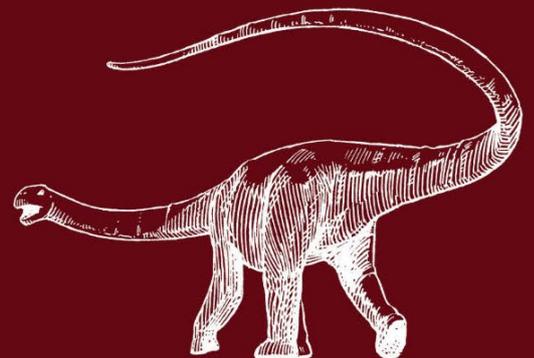


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## **JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF TOUR GUIDE/DINOSAUR STAMPEDE CARETAKER (FIXED TERM)**

**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

<b>Date:</b>	2 March 2026
<b>Job title:</b>	<b>Tour Guide/Dinosaur Stampede Caretaker</b> (a full time (fixed term)) position
<b>Responsible to:</b>	Education & Astronomy Manager
<b>Responsible for:</b>	n/a
<b>Key relationships:</b>	Education & Astronomy Manager Reception Centre Manager Other Tour Guide/Dinosaur Stampede Caretakers Training Supervisor/Tour Guide Laboratory Supervisor/Tour Guide

### 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 **Tour Guide/Dinosaur Stampede Caretaker** exists to:

- conduct and demonstrate exemplary guided tours
- assist with Reception Centre duties
- assist with fossil preparation and other Laboratory duties
- provide excellent customer service
- assist with the Museum Café, catered and other events
- support the Park operations as a Dinosaur Stampede Caretaker and
- support Museum operations.

### 3. Key responsibilities

The key responsibilities below define this role. Performance standards will be set and monitored based on these. They are not exhaustive and may change with internal or external factors.

**1. Conduct and demonstrate exemplary guided tours**

You will:

- study, learn and follow the information in the Tour Procedures (information and interpretation)
- lead visitors on tours of the Fossil Preparation Laboratory, Collection Room, *March of the Titanosaurs* exhibition, Gondwana Stars Observatory and Dinosaur Stampede National Monument
- drive groups of visitors via shuttle and conduct tours through Dinosaur Canyon
- be mindful of the different ages, interests and knowledge in each tour group and tailor tours accordingly
- learn techniques to manage young children or others who might disrupt tours
- research information to enhance natural history knowledge and keep tours current and improved and
- always be mindful of security and fossil safety.

**2. Assist with Reception Centre duties**

You will:

- operate the electronic point-of-sale system and sell souvenirs
- keep stock tidy and clean, notify when stock is low and support shop operations when needed
- clean by dusting stock, mopping floors, removing cobwebs, sweeping paths, cleaning toilets and hand-basins, refilling supplies and vacuuming the office
- learn and follow Reception Centre procedures including checklists for opening, closing, money handling and reporting and
- complete administrative tasks such as till reconciliation accurately and promptly.

**3. Assist with fossil preparation and other Laboratory duties**

You will:

- prepare fossils according to Museum requirements and instructions
- assist with other fossil-related tasks and
- clean, tidy and complete other tasks as requested.

**4. 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.

**5. 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.

## **6. Support the Park operations as a Dinosaur Stampede Caretaker**

You will:

- study and learn the information in the Lark Quarry Interpretation Procedures Manual
- maintain the grounds and buildings around the park and ancillary areas as directed
- irrigate the grounds and planted trees within the park and ancillary areas as directed
- communicate events, issues, rainfall and other requested information to your manager or nominated person
- ensure the premises are secured according to guidelines
- follow Winton Shire Council and Museum policies, procedures, checklists and health and safety requirements
- participate in Council training as required and
- carry out any other specific duties agreed with your manager.

## **7. 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**

- an interest in or knowledge of aspects of palaeontology and
- an interest in or knowledge of aspects of natural history and Earth sciences.

### **2. Skills and abilities**

- well spoken, well presented, friendly, polite with the ability to deliver talks and programs
- an understanding of what excellent customer service looks like and the ability to deliver it and
- numerical and analytical abilities for 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 (mandatory) and
- a science degree (highly regarded).

#### **5. Experience**

- front-line customer-service experience, (eg retail or café) particularly in a museum, cultural facility or not-for-profit organisation and
- experience using an electronic point-of-sale system.

#### **6. Other**

If the Tour Guide/Dinosaur Stampede Caretaker role is included in your roster, it may be a sole-charge position requiring confidence, sound judgment, and the ability to manage emergencies and work alone for extended periods (up to five days or more).

### **5. Remuneration**

Museum staff are employed under the Amusement, Events and Recreation Award. The Tour Guide/Dinosaur Stampede Caretaker position (fixed term) is classified as Grade 3, with an adult hourly rate of \$26.70. If offsite work at the Park is available and accepted, it is classified as Grade 4, with an adult hourly rate of \$28.12. 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/>

The Museum is growing there are opportunities for long-term growth and career progression for the right applicant.

Tour Guide/Dinosaur Stampede Caretakers can apply for Palaeo Guides accreditation after successful completion of one month probation. An optional program designed for the Museum's Tour Guide's providing in house accreditation based on diverse topics they have mastered during their time at the Museum.

### **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 – Tour Guide/Dinosaur Stampede Caretaker (fixed term)** and sent to:

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