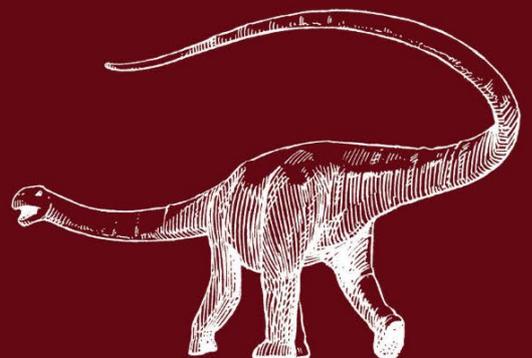


Make your
mark at
Australia's most
aspirational
Museum of
Natural
History

APPLY NOW



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

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).

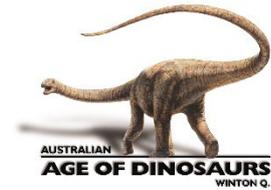
Group bookings for tourists and schools are typically scheduled for separate tours, with options for morning or afternoon tea, as well as group lunches and evening BBQ meals. Staff rosters are adjusted for evening shifts, allowing staff to start in the middle of the day.

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:	24 March 2026
Job title:	Reception Centre Supervisor (a full time (fixed term)) position
Responsible to:	Reception Centre Manager
Responsible for:	n/a
Key relationships:	Reception Centre Manager Museum visitors Astronomy & Training Manager Programs Assistant/Tour Guide Front of House Assistants

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 **Reception Centre Supervisor** exists to:

- supervise the day-to-day operations of the Museum Reception Centre
- co-ordinate Cretaceous Café (the Café) operations
- assist with Museum enquiries, bookings and programs
- provide excellent customer service and
- support Museum operations duties.

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. Supervise the day-to-day operations of the Reception Centre

You will:

- supervise and act as a role model for Reception Centre staff and volunteers, assisting with tasks as needed
- roster Reception Centre staff, including Café and Tour Guide/Dinosaur Stampede Caretakers
- warmly welcome visitors, explain ticket options and sell tickets at front desk
- operate electronic point-of-sale system and sell souvenirs
- keep the Shop stocked, tidy and clean; support Museum Shop operations as needed
- ensure Reception Centre cleaning regime is effective and implemented, covering dusting, mopping, cobweb removal, sweeping, toilet cleaning and supplies, and office vacuuming
- maintain Reception Centre Procedures, including opening/closing checklists, money handling and reporting and
- complete all administrative tasks including accurate till reconciliation, banking and rostering.

2. Co-ordinate Cretaceous 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.

3. Assist with Museum enquiries, bookings and programs

You will:

- communicate with tour operators, school groups and other organisers about times, prices, group numbers, catering, itineraries and other requirements
- maintain good relationships with organisers' contacts
- assist with bookings for education programs (onsite and virtual), online tickets, Prep-A-Dino, Dig-A-Dino, agent bookings, wholesale groups and family (FOC groups)
- send booking confirmations
- create and follow up invoices for wholesale, Prep-A-Dino, Dig-A-Dino and education bookings
- assist with internal program communications as needed for each booking
- support the Reception Centre Manager to coordinate all programs and daily tours efficiently
- assist with staff training on program communications and the ResPax booking system and
- maintain all electronic files and records related to the role on the Museum's server.

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. 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, natural history or Earth sciences (highly regarded)
- knowledge of good food-handling practices

- some knowledge of good work health and safety practices and
- some knowledge of administrative, point-of-sale and cash-handling practices.

2. Skills and abilities

- an interest in or knowledge of aspects of palaeontology, natural history or Earth sciences (highly regarded)
- well spoken, well presented, friendly and polite
- an understanding of what excellent customer service looks like and the ability to deliver it
- able to work co-operatively with others to complete tasks and
- able to take responsibility for completing tasks efficiently, effectively and to the agreed timeframe.

3. Behaviour

- self-aware, emotionally intelligent and respectful with a professional approach to workplace relationships
- 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
- clear and appropriate communicator open to receiving and positively responding to feedback
- willing to support and help other staff, building and maintaining successful relationships
- embraces change and help implement it
- demonstrates high mental efficiency and self-organisation
- displays personal integrity to establish long-term credibility and trust and
- willing to wear the Museum uniform.

4. Qualifications

- Working 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)
- Food Safety Certificate (highly regarded) and
- Responsible Service of Alcohol certification.

5. Experience

- front-line customer service or interpretation experience, particularly for a tourist attraction, educational or not-for-profit organisation
- experience supervising staff or volunteers
- experience in administration and supervising administrative tasks and
- experience using an electronic point-of-sale system and handling cash.

<h2>5. Remuneration</h2>

Museum staff are employed under the Amusement, Events and Recreation Award. The Reception Centre 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/>

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

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

Your application, with attached documents, should be marked **Confidential – Reception Centre Supervisor (fixed term)** and sent to: peopleandculture@aaod.com.au

The application will remain open until the position is filled.