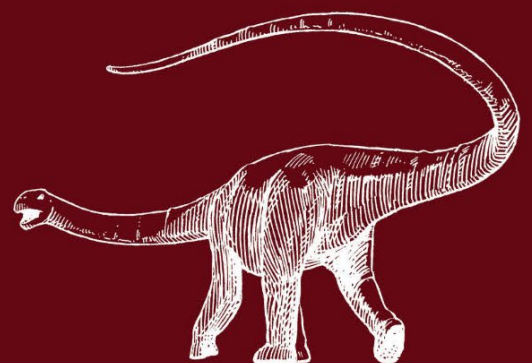


Make your
mark at
Australia's most
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Museum of
Natural
History

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JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF LABORATORY COORDINATOR/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 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:	6 May 2026
Job title:	Laboratory Coordinator/Tour Guide (a full time (fixed term)) position
Responsible to:	Collection Manager
Responsible for:	NA
Key relationships:	Collection Manager Astronomy & Training Manager Laboratory Supervisor/Tour Guide Laboratory Supervisor Reception Centre Manager

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 that draws support from across Australia.

2. Job purpose

The position of **Laboratory Coordinator/Tour Guide** exists to:

- support the day-to-day operations of the Fossil Preparation Laboratory
- support the care of the Museum's collection and exhibitions
- conduct and demonstrate exemplary guided tours
- support the delivery of the Museum's education programs including virtual lessons
- deliver excellent internal and external customer service 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. Support the day-to-day operations of the Fossil Preparation Laboratory

This will be achieved, under the direction of the Collection Manager by:

- supporting operational aspects of Laboratory fossil preparation and security
- opening and closing the Laboratory
- being familiar with and following all Laboratory-related policies, procedures and checklists at all times
- working closely with Laboratory staff to ensure the delivery of allocated tasks
- assisting with the supervision of Prep-A-Dino participants in the Laboratory
- answering questions, helping with issues and assisting with the delivery of set tasks allocated to volunteers and program participants
- assisting with the maintenance of conservation documentation of fossils in the Laboratory, including progressive photography records
- assisting with packing and storage of fossils
- assisting with condition reports for holotype specimens in the Collection Room and the *March of Titanosaurs* exhibition
- assisting with monitoring and reporting inventory levels of Laboratory consumables, equipment, collection requirements and provisions and reordering and
- undertaking any training required to meet position responsibilities

2. Support the care of the Museum's collection and exhibitions

This will be achieved by:

- assisting in aspects of collection care and management as required
- assisting with routine cleaning and tidying of the Laboratory, Collection Room and *March of the Titanosaurs* exhibition
- collecting and recording fossil-preparation data as required, in line with the Laboratory conservation procedures, and entering scientific data as required
- assisting at the annual Dig-A-Dino dig sites, as directed and
- assisting with exhibition development and the day-to-day operation of the Exhibition Development Facility as required.

3. Conduct and demonstrate exemplary guided tours

This will be achieved by:

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

4. Support the delivery of the Museum's education programs including virtual lessons

This will be achieved by:

- delivering the Museum's education programs across onsite and online platforms
- assisting with the preparation, setup and pack down of education program materials and resources
- supporting the delivery of engaging, scientifically accurate and curriculum-aligned programs for a range of audiences, including school groups and holiday programs
- assisting with bookings, scheduling, communications and general administration relating to education programs and virtual lessons

- helping maintain and organise education resources for students, teachers and visiting groups
- supporting work experience placements and student visits in line with Museum requirements
- contributing ideas and feedback to improve education programs, virtual lessons and learning resources
- assisting with staff training where required, including delivery methods, science communication and use of virtual platforms
- following relevant policies, procedures and safety requirements associated with education activities and programs.

5. Deliver excellent internal and external customer service

This will be achieved by:

- ensuring visitors are attended to at the counters as quickly as possible
- greeting visitors in a friendly way and treat them with attention and respect
- listening carefully, ask clarifying questions if needed and speak clearly
- looking for small ways to enhance each visitor's experience and exceed expectations
- maintaining a high standard of personal hygiene and presentation
- treating any complaints positively and quickly remedy the problem whenever possible; notifying the Reception Centre Manager of any complaints made and positive feedback offered by visitors
- being friendly and treating other staff members, volunteers, suppliers and others with respect and
- becoming knowledgeable about the Winton and Central West area and other attractions and answer visitors' questions.

6. Support Museum operations

This will be achieved by:

- helping establish performance standards for the role and review performance with your manager at least every three months
- identifying, completing and evaluating training and development opportunities including participation in Museum training
- performing duties at the Museum and at the Dinosaur Stampede National Monument in Lark Quarry Conservation Park
- providing induction, training and support to other Museum staff as appropriate
- contributing to the Museum's social media platforms and YouTube channel
- assisting with care and maintenance of Museum grounds, buildings and other assets as required and
- being 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
- an interest in or knowledge of aspects of natural history and Earth sciences
- an interest in science communication particularly to education groups
- interest in museums, natural history and earth sciences and contributing to the not-for-profit sector
- some knowledge of museum-specific or visitor attraction-specific practices

2. Skills and abilities

- well spoken, well presented, friendly and polite
- a skilled public speaker, interpreter and educator who can explain complex information and ideas
- an understanding of what excellent customer service looks like and the ability to deliver it
- computer and financially literate with excellent writing and other communications skills
- reliable, honest and able to work to deadlines and project timelines

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
- willing to wear the Museum uniform

4. Qualifications

- Queensland Working with Children Check (mandatory)
- full Australian driver's licence (mandatory)
- a science and/or education degree or higher (desirable)
- first-aid and CPR certificates (desirable)

5. Experience

- front-line customer-service or interpretation experience, particularly for a tourist attraction, educational or not-for-profit organisation
- training and management of staff
- development of curriculum-linked education programs

5. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Laboratory Coordinator/Tour Guide position (fixed term) 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.

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 – Laboratory Coordinator/Tour Guide (fixed term)** and sent to: peopleandculture@aaod.com.au