

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Visitor Experience Officers (Several positions available)</b>
<b>Terms:</b>	<b>Casual</b>
<b>Package:</b>	<b>\$35 per hour inclusive of loadings, plus 10% super</b>
<b>Location:</b>	<b>Museum and Art Gallery of the Northern Territory, Darwin</b>
<b>Responsible to:</b>	<b>Visitor Experience Coordinator</b>
<b>Closing date:</b>	<b>Thursday 9 December</b>

### How to apply:

1. Provide a statement addressing the Selection Criteria (no more than two A4 pages);
2. Provide your CV including three referee contacts (referees will not be contacted without prior consent); and
3. Submit applications via email to [careers@magnt.net.au](mailto:careers@magnt.net.au) by the closing date.

The Museum and Art Gallery of the Northern Territory (MAGNT) is the Northern Territory's premier cultural and scientific institution. It offers a dynamic and diverse arts, science and cultural program to more than 300,000 visitors each year.

We are a museum and gallery known for our collections and expertise in Aboriginal cultures, natural sciences, histories and arts across Northern and Central Australia and our neighbours to the north.

We connect people to the stories of the Northern Territory. Our collection drives curiosity, exploration and partnerships. Our physical spaces are destinations loved by locals and a must-see for Territory visitors. Our digital connectivity expands the reach of our collection. Our guests tell their friends about their distinctive Territorian experience.

MAGNT has seven venues: MAGNT Darwin, the Defence of Darwin Experience, Fannie Bay Gaol, Lyons Cottage, the Museum of Central Australia (incorporating the Strehlow Research Centre), Megafauna Central and the Alcoota fossil site. A new Art Gallery opening in Darwin's CBD in 2024/25 will add an eighth MAGNT site.

### Primary Objective:

This position will assist in all aspects of the Museum's daily frontline operations, including customer service, admissions, ticketing, safety & security, retail, program bookings, events, program delivery and administration.

### Key Responsibilities:

Under direction from the Visitor Experience Coordinator, duties will typically encompass the following:

1. Provide a courteous, comprehensive and efficient information service to visitors
2. Assist with the coordination of Museum events including all aspects of preparation and pack down
3. Monitor and report on visitor feedback, visitor surveys and complaint resolution
4. Operate an efficient ticketing system for admissions and program bookings
5. Invigilate galleries and provide information to visitors about current exhibitions
6. Enforce regulations governing the protection and security of exhibits and objects
7. Assist with the Museum's emergency response procedures in the event of an emergency
8. Provide a clean, presentable, safe and accessible environment at all times
9. On occasion perform other duties or special projects in addition to the above key responsibilities as appropriate

**Selection Criteria:**

**Essential:**

1. Demonstrated 2 years' experience in a customer service environment
2. Demonstrated skills in the use of systems related to ticketing, booking or point of sale systems
3. Well-developed interpersonal and communication skills and ability to work under pressure
4. Ability to work with minimum supervision and in a team environment
5. An appreciation for cultural diversity and an ability to work with people from diverse backgrounds
6. High level oral and written communication skills, an outgoing friendly manner in dealing with the public and the ability to interact with visitors in a sensitive, culturally appropriate and responsible way
7. A high standard of personal presentation

**Desirable:**

1. Knowledge of current museum exhibition principles and practices
2. Senior First Aid qualifications or the ability to obtain
3. Working with Children Clearance (Ochre card) or the ability to obtain
4. Northern Territory Driver's License
5. An interest in the arts or other cultural organisations

**Additional:**

- The successful applicant will be required to work across a rotational seven-day roster, including weekends and public holidays. The incumbent may also be required to work during evening events and extended Museum opening hours.
- This role statement is intended to provide an overall view of the role but in addition to this document, the specifics of the role will be described in business work plans.
- MAGNT is an Equal Opportunity Employer and values diversity in the workplace. Aboriginal and Torres Strait Islander applicants are encouraged to apply.
- MAGNT promotes flexible ways of working including part time. Applicants are encouraged to discuss the flexible working arrangements for this role.
- Applicants must have full Australian work rights.
- A valid Australian Drivers licence is required.
- An NT Working with Children (Ochre) card is a requirement of the position.
- Current Australian National Police Check is required prior to commencing the position.

**Further Information:**

- From 13 November 2021 all MAGNT employees subject to the Chief Health Officer Directions No.55 of 2021 are required to provide evidence of at least one dose of an approved COVID-19 vaccination and evidence of two doses completed by 24 December 2021 except in circumstances where there is a medical exemption.
- For further information, please visit our website at [www.magnt.net.au/careers](http://www.magnt.net.au/careers) or,
- Contact Tam Wright, Visitor Experience Coordinator via email at [tamarel.wright@magnt.net.au](mailto:tamarel.wright@magnt.net.au)