

JOB DESCRIPTION

Position: Visitor Host

Reports to: Team Leader Visitor Services

Version: July 2019

PURPOSE OF POSITION

The purpose of the Visitor Host position is to meet and greet visitors to the Nelson Provincial Museum ensuring a warm welcome that creates an excellent first impression, both in person and on the telephone.

NELSON PROVINCIAL MUSEUM – PURPOSE AND VALUES

Nelson Provincial Museum’s purpose is to create unforgettable experiences that stimulate awareness, celebrate diversity, excite action and entertain.

In our day-to-day work, all Nelson Provincial Museum employees will behave in a manner consistent with our behavioural values.

- *Innovation* – we strive to develop effective and innovative means to allow people to contribute and support the Nelson Provincial Museum deliver on its goals;
- *Customer Focused* – we provide a welcoming and responsive environment that encourages our customers to visit and utilise the full range of Nelson Provincial Museum’s offerings;
- *Relationships & People* – we develop constructive and collaborative relationships built on mutual respect and trust;
- *Working in Teams* – we share information and knowledge through superior team work and a passion for our community;
- *Achieve Results* – we support a culture that encourages and recognises people’s contribution, dedication, professional competence and service;
- *Cultural Inclusiveness* – understand, respect and celebrate Aotearoa New Zealand’s diverse cultural heritage;
- *We are bi-cultural* – we support, collaborate with and consult with mana whenua iwi and work according to the principle of mana taonga: that the people whose objects we house have a unique relationship with them.

KEY FUNCTIONS AND RESPONSIBILITIES

- Meet and greet visitors to the Nelson Provincial Museum ensuring a warm welcome that creates an excellent first impression, both in person and on the telephone.
- Deliver excellent customer service to all Museum visitors and promote a strong customer focus ethos.
- Enhance visitors’ Museum experience by providing accurate and relevant information.

- Assist in the development and delivery of events, public programmes and holiday activities.
- Work in the museum gift shop, proactively grow sales and ensure retail displays are stocked, rotated, clean and attractive.
- Provide effective communication with all Museum visitors and staff.
- Assist with security, building and health and safety issues.
- Assist with administration and other support tasks.
- Assist with promoting the museum, including the use of social media if required.

Visitor Services

Welcoming Meet and Greet Service

- Positively and professionally greeting and meeting visitors.
- Meeting and greeting Museum visitors with a welcoming smile and providing them with accurate and up-to-date information.
- Embodying the museum's values, especially manaakitanga (hospitality – showing generosity, respect and care in welcoming others)
- Answering the organisation's telephone calls in a professional and timely manner and forwarding the calls as appropriate.
- Ensuring school groups are managed appropriately upon arrival, including bag control, contact with School Services and direction of independent school groups.
- Maintaining the Museum entrance, foyer and retail area to a high standard, reflecting the professionalism of the Museum.
- Receiving clients and appointments on behalf of staff.
- Operating the visitor pass register for access to non-public areas.
- Maintaining front of house facilities for visitors eg bag check.
- Providing a warm welcome to visitors of all cultural backgrounds.

Visitor Service Delivered and Promoted

- Handling visitor requests, comments and complaints promptly and professionally.
- Promoting excellent public relations by clearly communicating Museum values and objectives.
- Discussing enquiries about donating objects to the museum in a professional and friendly manner, and directing enquiries to the appropriate collection staff to progress.
- Encouraging patrons to visit ticketed exhibitions, issuing tickets, and appropriately accounting for same.
- Encouraging visitors to make cash donations to enable the Museum's work to continue.
- Pro-actively staffing the retail area, and encouraging sales.
- Ensure retail displays are kept stocked, rotated, fresh and attractive.
- Maintaining a high standard of presentation and personal grooming.

Quality Information Provided

- Disseminating marketing material relevant to exhibitions, public programmes.
- Providing specific information on exhibitions, collection items and facilities.
- Providing general information on Nelson & Tasman and its attractions.
- Maintaining a facility for the receipt of visitor comments and ensuring their effective evaluation and response.
- Keeping up to date on exhibitions and public programmes and be able to speak about them knowledgeably and confidently.

Effective Communication Provided

- Recording visitor data and responses to visitor surveys.
- Communicating policies, procedures and house rules to protect collections in a positive and friendly manner eg. food and beverage requirements.
- Maintaining good communications with the all users of Museum Retail area.
- Working with Building Services Officer and other staff to ensure that an emergency evacuation can be effectively carried out at any time.

Support Services

Supporting Events at the Museum

- Setting up, assisting with and dismantling equipment for both daytime and evening public programmes and functions.
- Assisting at evening functions as rostered.
- Providing support for museum programmes and events.

Security, Building and Health and Safety Issues

- Supporting Museum security.
- Monitoring the presentation of all public areas and notifying any damage or wear and tear to the Preparators.
- Monitoring the cleanliness and tidy presentation of all public galleries.
- Checking regularly on Museum facilities to ensure they are operational and presented to a high standard.
- Undertaking risk management (response to emergency situations, including evacuation, fire and flood events, disaster mitigation, health and safety issues).
- Keeping retail and foyer clean and welcoming.
- Ensuring the safety of staff and visitors.
- Controlling back of house access to approved personnel.
- Assisting with monitoring security systems and taking appropriate action promptly.
- Assisting with environment control monitoring and taking appropriate action promptly.
- Attending monthly team meetings.

Administration

- Arranging couriers and receiving incoming mail.
- Providing effective support to other areas of the Museum.
- Adhering to professional standards and practices, and Museums Aotearoa Codes of Ethics.

Human Resources

- Actively participating in training for staff, volunteers and temporary staff as appropriate. It is understood this may incur additional pay to normal rostered hours.

Collection Management

- Ensure all collection management practices are adhered to.
- Ensuring the risks to collection items are minimised and monitored.
- Ensuring collection items are not damaged.
- Liaising with collection staff to answer visitor questions and assist the public as the first port of call.
- Under-taking regular walk-throughs of the galleries and answering public questions.

Public Programmes

- Assisting the public programmes facilitator with workshops, events and functions.
- Maintaining, monitoring, and refreshing activities for visitor engagement.
- Designing opportunities for visitor engagement in conjunction with education, exhibition and collection staff.
- Referring enquirers to additional/alternative sources as necessary.
- Preparing for and leading guided tours.

Promotion of the Museum as a Centre of Excellence

- Adhering to professional standards, practices and Museums Aotearoa Code of Ethics.
- Adhering to policies and procedures.
- Contributing to project teams and working groups, as appropriate to your role.
- Promoting and maintaining excellent internal working relationships.
- Promoting and maintaining excellent public relations.
- Other duties as may be required from time to time.

Emergency Management

- Share with all staff the responsibility for Emergency Management responses. Specific tasks are identified in Emergency Management Plans, but staff may be called upon to assist with any task in an Emergency Management situation.

Health and Safety

- Keep up-to-date with information on changes to your health and safety responsibilities.
- Engage in regular conversation with your team leader/manager with regards to health and safety.
- Actively contribute to improving health and safety at the Museum.
- Ensure all health and safety training is completed.
- Attend team meetings in which health and safety information is communicated.
- Ensure actions assigned to improve health and safety are completed in a timely manner.
- Participate in the development and implementation of rehabilitation plans following a workplace injury or illness.

PERSON SPECIFICATION

- Out-standing people and communication skills.
- Enjoys working with people of all ages.
- Problem-solving on the spot.
- A positive customer service focus and approach.
- Sound retail or cashier experience and accuracy with figures is desirable.
- Interest in museum and cultural history.
- Good organisational skills.
- The ability to work as part of a team whilst ensuring organisation wide systems and standards are maintained.
- Good attention to detail.
- Sound skills in using computers as a work tool.
- Understanding of the role of a museum in a community.
- An appreciation of tikanga Māori.
- Understanding and appreciation of cultural differences, and ability to communicate well across cultures.
- Some fluency in te reo Māori would be welcome.

Please note: as this position will work with children, the successful candidate will need to undergo a full Safety Check (including police check).

ACKNOWLEDGEMENT

Health & Safety

- All staff must be conscious of potential safety risks and problems at all times.
- A Health and Safety Policy is in place at the Museum. Instructions with regards to safety given by Health and Safety representatives must be followed at all times.

Non-Limitation Clause

This job description is not intended to be a complete or limiting description of the functions that the employee may reasonably be requested to undertake both within and outside of the normal hours of work.

ACKNOWLEDGMENT

I have read and understand the above job description.

Employee Name _____

Signature _____

Date _____