

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Visitor Service Officer

PURPOSE

The main purpose of the job is supporting the Hokitika Museum during the Kura Pounamu exhibition. This includes front-of-house duties, museum volunteers coordination, assisting with exhibitions and public programmes, and ensuring the smooth operation of the museum during weekends.

SPECIFIC DUTIES & RESPONSIBILITIES

Visitor Engagement:

- o Welcome and assist visitors with a warm and professional demeanour.
- o Provide information about museum exhibits, events, and facilities.
- o Answer visitor inquiries and promote a positive visitor experience.

Front-of-House Duties:

- o Operate the ticketing system and handle cash and card transactions.
- o Manage the gift shop, including sales and inventory restocking.
- o Monitor visitor flow and maintain a tidy reception and exhibition area.
- o Understand emergency systems and be able to respond as needed

Exhibition Assistance:

- o Ensure exhibits and displays are in good condition and functioning correctly.
- o Assist in setting up and taking down temporary exhibitions if required.
- o Monitor the safety and security of exhibits and visitors.

Customer Service:

- o Handle any visitor concerns or complaints efficiently and professionally.
- o Offer recommendations for nearby attractions or events if needed.

Operations Support:

- o Assist with administrative tasks such as answering phone calls and emails.
- o Support event or workshop preparations during weekends as needed.
- o Uphold health and safety protocols, ensuring a secure environment for all.

Volunteer Coordination:

- o Ensure volunteer assistance is available during weekends
- o Arrange alternative volunteer help if rostered volunteer is not available.

Key Relationships

- Museum team
- Westland District Council staff
- General public

Delegated Authority

N/A

Staff Management

N/A

Reporting to

Museum Director

Health & Safety

Follow all safe work practices, procedures, guidelines and controls.

Take all reasonably practicable steps to ensure their own safety at work and not cause harm or create hazards to other persons. Encourage others to do the same.

Actively contribute to hazard identification and hazard management.

Communicate health and safety issues or concerns directly to their manager or a health and safety

representative.

Report all accidents, injuries, incidents, pain or discomfort and near misses immediately or as soon as possible within 24 hours. This includes damage to property, vehicles and equipment.

Actively participate in health and safety initiatives and participate in meetings and training.

Take an active role in any personal treatment, rehabilitation plans or return to work programs if applicable.

Wear Personal Protective Equipment (PPE) where required and be personally responsible for the use, care and storage of PPE

Take responsibility for visitors and support visitors to comply with Council Health and Safety Policy and procedures at all times.

May be required to be a Fire Warden or Deputy Fire Warden in the event of an emergency evacuation.

Civil Defence/Emergency Management

To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Qualifications and experience

- 3-4 years of secondary schooling
- Prior experience in customer service, retail, or hospitality is necessary.
- Experience in museums, galleries, or cultural institutions is essential.
- Knowledge of local history or a willingness to learn.

Key Skills and Attributes

- Strong interpersonal and communication skills.
- Passion for history, culture, and the arts.
- Reliable and punctual with excellent time management.
- Ability to work both independently and as part of a team.
- Comfortable using basic computer systems and point-of-sale technology.
- Attention to detail and a proactive approach to problem-solving.