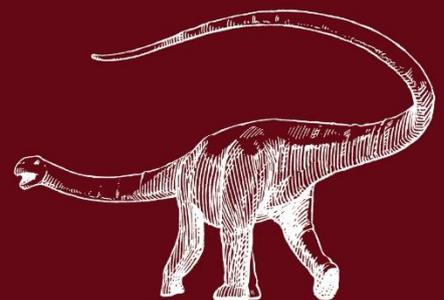


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## JOB INFORMATION PACK WITH FURTHER DETAILS AND JOB DESCRIPTION FOR THE POSITION OF TOUR GUIDE (FIXED-TERM CONTRACT)

**The Australian Age of Dinosaurs Museum of Natural History** (the Museum) is a relatively young, 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 36,000 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 has an outstanding location on The Jump-Up, Dinosaur Drive, about 24km southeast of Winton in Central West Queensland. With the **Dinosaur Stampede at Lark Quarry Conservation Park** 110km southwest 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 trail.

The four main facilities at The Jump-Up are:

- the Fossil Preparation Laboratory with a visitor waiting room and display area, opened in 2009
- the Reception Centre with the Collection Room, Museum Shop and Museum Café, opened in 2013
- the staff and volunteer Amenities building, opened in 2015 and
- Dinosaur Canyon Outpost, which services the outdoor exhibition galleries.

From 10 May 2021 the Museum will open the Dynamic Destination project comprising the Gondwana Stars Observatory and *March of the Titanosaurs* exhibition. This exhibition will be a guided tour around a newly discovered 65m-long sauropod trackway that represents the best example of sauropod tracks in Australia. Life-size bronze sauropods are positioned outside the building providing the perfect opportunity for photos and scale comparisons.

The Museum is by guided tour only as it is focused on promoting shared curiosity while taking the time to have a true Outback yarn. Tours operate seven days a week in peak season (Summer Hours, April to October) and six days a week during the off-peak season (Winter Hours, November to March).

The Museum offers wholesale catering for large groups including morning or afternoon tea, lunch and dinner. As some night work is required, rosters are adjusted to ensure staff members working in the evening start work in the middle of the day.

The Museum is headed by a Board, Executive Chairman and Museum Management Team. It employs over 30 staff members throughout the year on a full-time or part-time basis with occasional casual support. Staff members are joined by members of the public who pay to attend the annual Dig-A-Dino and multi-day Prep-A-Dino experience when they learn how to prepare dinosaur bones ready for research and display.

The Tour Guide roster varies daily allowing all staff members to rotate between the Reception Centre, Laboratory and Dinosaur Canyon. 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 the dinosaur fossils is undertaken by our own field palaeontologists along with experts from Australian and international universities and museums.

For more information explore the following links:

- the Museum at [www.australianageofdinosaurs.com](http://www.australianageofdinosaurs.com)
- Winton at <http://www.experiencewinton.com.au/> and <http://www.winton.qld.gov.au>
- Dinosaur Stampede National Monument at <http://www.dinosaurtrackways.com.au/>
- Australia's Dinosaur Trail at <http://www.australiasdinosaurtrail.com/>

Please be aware that this is a remote area that experiences very high summer temperatures and occasional frost in winter. While there is a small airport at Winton with a twice-weekly service, the nearest airport with daily services is at Longreach, a 175km drive away. Winton consists of around 1,300 people and is an attractive and active town that includes a gym, public swimming pool, several hotels and cafes, several grocery stores, a library, a range of retail outlets, an Australia Post shop, a National Bank, St Patrick's School (prep to year seven) and Winton State School (prep to year 12).

## JOB DESCRIPTION

The position of **Tour Guide** (fixed-term) exists to:

- Conduct guided tours
- Fulfil Reception Centre duties
- Assist with fossil preparation and other Laboratory duties
- Deliver excellent internal and external customer service
- Assist with the Museum Café, catered and other events
- Support the Park operations as Tour Guide/Caretaker (if agreed with Manager)
- Support Museum operations.

### 3. Key output areas

The following key output areas represent the responsibilities of the job-holder. From these, agreed performance standards will be established and monitored. These key outputs are not exhaustive. They reflect the current environment and it is recognised that they will be subject to variation dependent on internal and external change.

#### 1. Conduct guided tours

This will be achieved by:

- studying and learning the information in the Tour Procedures (information and interpretation)
- leading visitors on tours of the Laboratory and Collection Room
- driving groups of visitors via shuttle transportation and conducting tours through Dinosaur Canyon including the *March of the Titanosaurs* exhibition and Gondwana Stars Observatory
- being mindful of the different ages, interests and knowledge represented in each tour group and tailoring tours to suit those present
- learning techniques to handle young children or others who might disrupt tours
- researching information to enhance your dinosaur knowledge and keep your tours fresh and
- being mindful of security and fossil safety at all times.

## **2. Fulfil Reception Centre duties**

*Day-to-day duties in the Reception Centre are supervised by the Museum Services Manager.*

This will be achieved by:

- providing a warm and friendly welcome to visitors at the Reception desk, explaining ticket options and selling tickets
- operating the electronic point-of-sale system and selling souvenirs
- keeping stock tidy and clean, notifying the Museum Services Manager of any stock that is running low and generally supporting the Shop operations if asked to help with a task
- cleaning including dusting stock, mopping floors, removing cobwebs, sweeping paths, cleaning toilets and hand-basins, filling toilet supplies and vacuuming the office area
- following the Reception Centre Procedures including checklists for the opening and closing of the Reception Centre, money handling and reporting and
- completing any administrative tasks, including till reconciliation, accurately and promptly.

## **3. Assist with fossil preparation and other Laboratory duties**

This will be achieved by:

- preparing fossils in accordance with Museum requirements
- assisting with other fossil-related tasks and
- cleaning, tidying and other tasks as requested.

## **4. Deliver excellent external and internal customer service**

This will be achieved by:

- understanding that everything you do, with visitors and colleagues, has a customer service aspect to it
- always treating visitors, other staff members, suppliers, advisors and others with respect
- becoming knowledgeable about the area and other attractions and answering visitors' questions
- being watchful when visitors are in the Shop or Café to gauge if they need information or assistance and being available and friendly at all times
- being mindful of the obvious and potential physical and intellectual access requirements of visitors and helping them as required while respecting their dignity and independence and
- receiving visitors' and other staff members' concerns, complaints or suggestions positively and referring them to management when appropriate.

## **5. Assist with the Museum Café, catered and other events**

This will be achieved by:

- assisting with the preparation of Café food and drinks, especially in Summer Hours when there are no dedicated Café staff
- selling Café food and drinks; keeping counters, tables, chairs and the forecourt area tidy and clean
- following procedures for all food ordering, food handling and operation of Café equipment and
- assisting with the preparation, set-up, running and cleaning up for catered and other events

## **6. Support the Park operations as Tour Guide/Caretaker**

*Only applicable if you are accepted as a Tour Guide/Caretaker at Lark Quarry Conservation Park. Additional induction and training will be provided by your Manager.*

This will be achieved by:

- studying and learning the information in the Lark Quarry Interpretation Procedures Manual
- maintaining the grounds and buildings around the Park and ancillary areas as directed
- irrigating the grounds and planted trees within the Park and ancillary areas as directed
- communicating events, issues, rainfall amounts and any other requested information to your Manager or other nominated person.
- ensuring the premises are secured in accordance with guidelines
- adhering to the relevant Council policies, procedures, guidelines, house rules, checklists and instructions at all times, in particular, being aware of and following the Council's and the Museum's health and safety requirements
- participation in Council training as required and
- any other specific duties agreed with your Manager.

#### **7. Support Museum operations**

This will be achieved by:

- being mindful of security and fossil safety at all times
- being aware of and following the Museum's work health and safety requirements, and watching out for hazards, at all times – for visitors, staff and yourself
- assisting with the establishment of performance standards for the role and reviewing performance with your Manager at least three-monthly
- identifying, completing and evaluating training and personal development opportunities, including participation in Museum training as required
- providing induction, training and support to other Museum staff as appropriate
- providing excellent external and internal customer service at all times
- assisting with the care and maintenance of the Museum grounds, buildings and other assets as required
- assisting with stocktaking if required and
- being an excellent role model, advocate and representative for the Museum.

#### **4. PROFILE OF AN IDEAL TOUR GUIDE (FIXED-TERM)**

The following job competencies, qualifications and experience represent an ideal applicant. **It is recognised that not all candidates will meet all criteria.**

##### **(a) Job competencies**

###### **Knowledge**

- An interest in or knowledge of aspects of palaeontology
- An interest in or knowledge of aspects of natural history and Earth sciences

###### **Skills and abilities**

- Well spoken, well presented, friendly and polite
- Interested in public speaking, interpretation and education
- An understanding of what excellent customer service looks like and the ability to deliver it
- Numerical and analytical abilities for end-of-day reconciliations and recordkeeping

## **Behaviour**

- A self-aware, caring and co-operative nature
- Self motivated, energetic and enthusiastic in pursuit of agreed goals
- Reliable, dependable and honest
- Flexibility and willingness to contribute to a seven-day-a-week roster, including public holidays and weekends, particularly during Winter Hours
- Able to work calmly in a busy environment and seek out tasks when it is quiet
- Emotionally intelligent with a professional approach to workplace relationships
- A clear and appropriate communicator
- Willingness to support and help other staff members when required
- Open to receiving customer, manager and other constructive feedback and to treat it positively
- Willingness to wear the Museum uniform and meet the requirements of the Uniforms Policy & Procedures

Note: If it is agreed that the Lark Quarry Tour Guide/Caretaker role will be part of your roster, this is, at times, a sole-charge position requiring a person with confidence, common sense, a well-developed sense of responsibility – especially in any emergency that might occur, and comfortable with only their own company for extended periods, eg five days or more.

### **(b) Qualifications**

The preferred qualifications are:

- first aid and CPR certificates
- a science degree
- provisional or open driving licence and
- blue card registration for working with children (or eligible for same).

### **(c) Experience**

The preferred experience is:

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

Note: As the Museum is located 24km from Winton, and Lark Quarry Conservation Park is 110km from Winton, a Tour Guide is required to have their own car and a current P-class or full driving licence.

## **5. Conditions of employment**

Conditions of employment are set out in the standard Australian Age of Dinosaurs Letter of Offer of Employment and include a three-month probationary period with formal monthly reviews. The hours can be worked on any day of the week, including weekends and public holidays, with hours rostered each week. Work will incur the normal hourly rate of pay, except on Sundays when time-and-a-half will apply. Any work on public holidays will be paid at the rate of double time for the hours worked. Any additional hours worked above 38 hours per week will be paid in overtime rates.

This recruitment is for:

- one full-time position (38 hours a week) on a contract basis with a preferred start date of 15 March 2021 and ending on 31 December 2021

- two full-time positions (38 hours a week) on a contract basis with a preferred start date 15 March 2021 and ending on 15 October 2021
- two full-time positions (38 hours a week) on a contract basis with a preferred start date of 12 April 2021 and ending on 15 October 2021 and
- three full-time positions (38 hours a week) on a contract basis with a preferred start date of 12 April 2021 and ending on 29 October 2021.

These start dates are flexible and will be agreed upon with the successful candidates.

No relocation allowance is available. The successful applicants may be offered up to two weeks' accommodation at the on-site Maloney Lodge Precinct, at \$15 per day, while they find suitable accommodation in Winton and should be aware that this offer can only be made if a room is available.

Due to the staffing demands of the busy tourist season, annual leave applications are unlikely to be approved for time off from late June to early October, particularly during school holidays.

Comprehensive initial and on-going training is provided to enhance each guide's communication skills, delivery techniques, dinosaur knowledge and operation of equipment.

## 6. Remuneration

Museum staff are employed under the Amusement, Events and Recreation Award. The Tour Guide (fixed-term contract) position is classified as Grade 3 with an adult hourly rate of \$22.04. Junior rates for employees under 20 years of age are paid as a percentage of the adult rate.

Superannuation is paid at the rate required by law, currently 9.5% of ordinary hours or work wages.

The full text of the Award can be found on the Fair Work Commission website at <http://www.fwc.gov.au/>

## 7. Applications

Email applications are invited. Applicants should provide:

- a Curriculum Vitae (maximum three pages) that contains the details of two referees (including name and contact details) who would be willing to assess your suitability for the position if they are contacted on a confidential basis
- employment application form, available on the 'Employment' page of the Museum website
- if possible, a photo or brief video clip or links to same and
- one written reference from a previous employer who is not a friend or family member.

Applications are assessed against the criteria in the Job Description. To make the most positive impression, you are also invited to submit a self-assessment as to your suitability for the position.

Your application, with attached documents, should be marked '**Confidential – Tour Guide**' and sent to:

Troy Campbell  
Operations Manager  
Australian Age of Dinosaurs Museum  
PO Box 408, Winton, Queensland 4735  
or  
recruitment@aaod.com.au

Applications will remain open until the positions have been filled.