

Tourism Industry Opportunity

Canterbury Museum seeks friendly and outgoing people to welcome visitors to an outdoor Museum experience. A high level of motivation and a commitment to exceeding visitor expectations are required. Some experience in a previous role with a security component will be an advantage.

These are fixed-term positions until mid April 2017 as follows:

- Two positions Sunday to Thursday
10.00 am until 5.30 pm
- One position Sunday to Thursday
11.00 am until 3.00 pm
- Two positions Friday & Saturday
10.00 am until 5.30 pm
- One position Friday & Saturday
11.00 am until 3.00 pm

All of these positions involve working a day at the weekend. Please do not apply unless you are able to regularly work all of the days offered.

To find out more about these positions and how to apply please visit the careers page on our website www.canterburymuseum.com

Applications close at 5.00 pm on Wednesday 18 January 2017.



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and indicate when you are free to take up duties. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Please state in your application if you have any criminal convictions or anything pending in the courts.

Your application should be addressed to **Anthony Wright, Director**, and emailed to:

VHApplication@canterburymuseum.com

Applications will close at 5.00 pm on Wednesday 18 January 2017. Applications must be in the specified format and you should state clearly which role you are applying for.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$33,461 per annum (pro-rated to hours worked) (80% of Band B), and \$41,826 per annum (pro-rated to hours worked) (100% of Band B).

JOB VALUE STATEMENT

Date:	January 2017
Job Title:	Outdoor Exhibit Visitor Host (fixed term)
Responsible to:	Customer Experience & Education Manager
Output Customers:	Those customers who directly receive/benefit from the outputs All Museum visitors Museum management and staff Event organisers and their guests Schools and other education organisations
Key Stakeholders:	Museum visitors Event attendees Education programme attendees
Key Relationships:	Customer Experience & Education Manager Customer Experience & Education staff Public Engagement Manager, Deputy Director Security & Risk Manager Protective Services Officers Education Communicators Other Visitor Hosts Director (employer)

1. Job Context

The **Canterbury Museum** exists to add value to the present and future citizens of Canterbury and the many visitors to Christchurch, by welcoming our visitors to explore the diversity of the natural world and our cultural heritage and to make this a fun experience. This will be achieved through:

- creating an interactive experiential journey for our visitors through which we tell the stories of Canterbury Waitaha and New Zealand Aotearoa and provide a view on the rest of the world
- reaching out to children of all ages and providing learning experiences in an informative and enjoyable setting
- building and properly caring for the collection of priceless treasures we hold in trust for the community
- high quality relevant research on our collections and the dissemination of the results to the widest possible audience
- working with a range of partnerships which integrate us into the wider community. In particular we are committed to working with iwi in the spirit of the Treaty of Waitangi, embodying concepts such as mauri, kawa, mana and wairua
- providing our visitors with friendly high quality service and ensuring equitable access to all
- upholding and adhering to the highest professional standards of best practice
- providing maximum community benefits from the resources made available to us
- providing staff with the learning and development opportunities required to enable them to carry out their work.

The **Outdoor Exhibit Visitor Host** reports to the Customer Experience and Education Manager.

2. Job Purpose

The position of Outdoor Exhibit Visitor Host exists to:

- meet and greet visitors to the outdoor exhibit ensuring a warm welcome that creates an excellent impression
- deliver excellent customer service to all visitors and promote a strong customer focus ethos
- manage queuing visitors
- be responsible for the health, safety and security of visitors to the outdoor exhibit and the site including providing a health and safety briefing to visitors before they enter the outdoor exhibit
- assist in promoting Canterbury Museum as a place where learning is fun, entertaining and informative
- enhance visitors' Museum experience by providing quality information
- promote other Museum exhibitions and public programmes.

3. Key Output Areas

The duties and responsibilities outlined describe the core tasks, you may be required to undertake other duties.

1. Welcoming meet and greet service by:

- pro-actively meeting and greeting visitors to the outdoor exhibit with a welcoming smile and providing them with accurate and up-to-date information
- maintaining the outdoor exhibit to a standard which reflects the professionalism of the Museum
- Quickly & efficiently solving any issues with the outdoor exhibit

2. Customer Service delivered and promoted by:

- handling visitor requests, comments and complaints promptly and professionally
- monitoring the presentation of the outdoor exhibit and notifying any damage or wear and tear to the Customer Experience & Education Manager
- keeping the space clean and tidy
- maintaining a high standard of presentation and personal grooming
- providing effective support to other areas of the Museum where appropriate

3. Quality information provided by:

- providing specific information on the Museum and other Museum attractions including
- providing general information on Christchurch and its attractions
- assisting with the provision of performance reports to Museum management

4. Effective communication provided by:

- communicating house rules to protect collections eg food and beverage requirements
- communicating health and safety information in a customer service style that also ensures compliance
- promoting and maintaining excellent internal working relations

5. Promotion of Museum as a Centre of Excellence by:

- adhering to Museum policies and procedures, handbook and house rules
- adhering to professional standards, practices and codes of ethics
- promoting excellent public relations by clearly communicating Museum values and objectives
- working to ensure the Museum is a responsible tourism destination
- proactively seeking continuous improvement to further enhance the visitor experience
- accepting additional responsibilities when requested
- adhering to Museum health and safety practices and remaining aware of health and safety matters at all times

- ensuring use of sustainable practices wherever possible and continuously looking for ways for improvement.

4. Profile of an Ideal Outdoor Exhibit Visitor Host

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

- a comprehensive knowledge of front line customer service delivery
- interest in and knowledge of aviation history of New Zealand
- passion and energy for delivering excellent customer service, and for developing, implementing and maintaining a strong customer focus
- awareness of health and safety standards
- awareness of and sensitivity to cultural and special needs, particularly Tikanga Maori
- interest in museum learning philosophies and practices

Skills

- excellent customer service skills
- interpersonal and applied listening skills
- excellent oral and written communication skills
- ability to take the initiative, problem-solving technical issues and decision-making skills
- experience in conflict resolution and dealing with difficult people
- first aid experience

Behaviour

- commitment to excellent external and internal customer service and continuous improvement
- a friendly and outgoing personality with a sense of humour
- high level of energy, motivation and enthusiasm to achieve agreed tasks and goals
- flexibility and receptive to change and new ideas
- a positive team player and an independent thinker
- interest in the work of the Museum and its goals
- cultural sensitivity and a tolerance of others' attitudes

(b) Qualifications

The position will require:

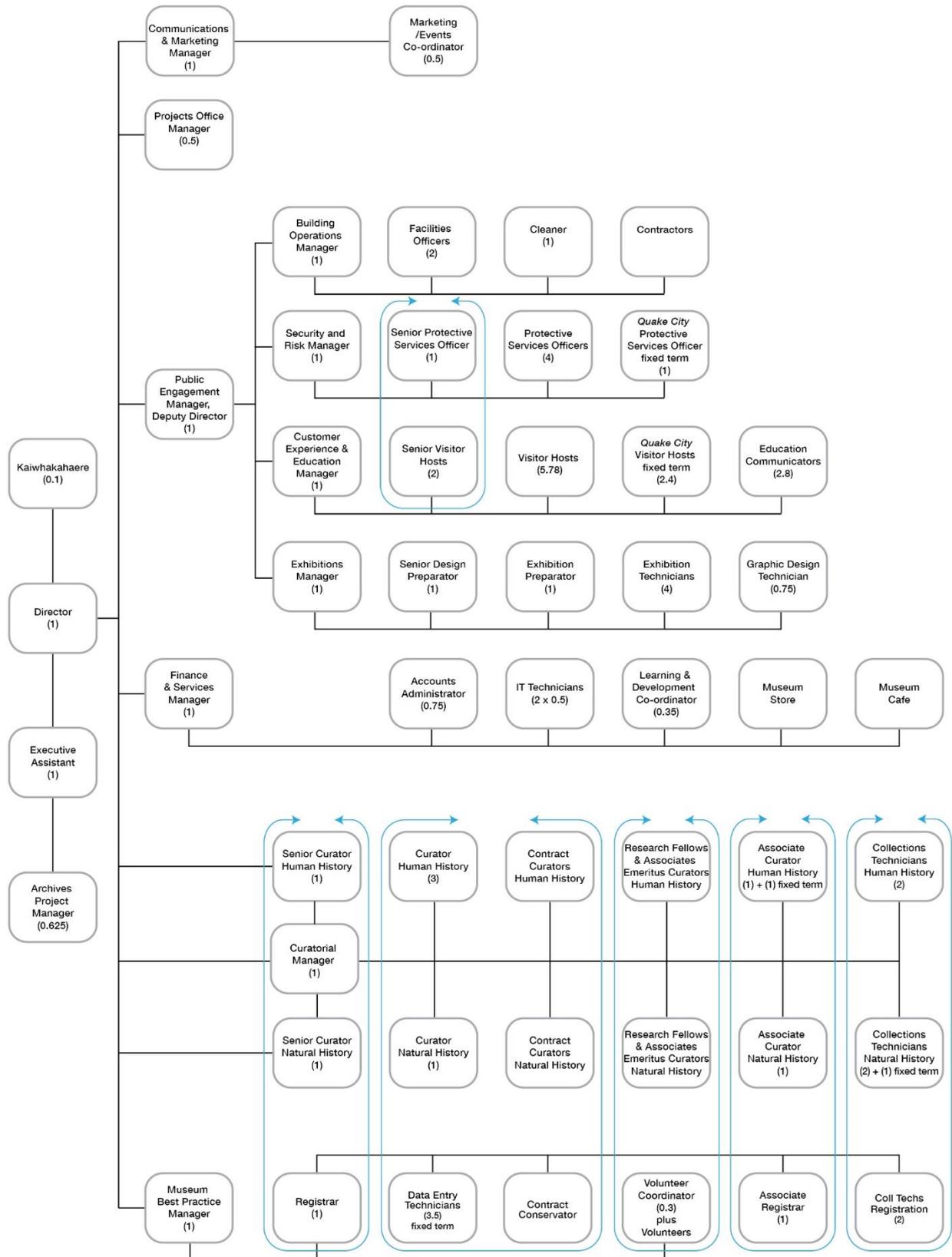
- a current First Aid Certificate (if this qualification is not already held, the successful applicant will commit to obtaining this once in the employ of the Museum)
- an appropriate visitor industry recognised qualification or certificate is desirable

(c) Experience

The position will require:

- recent experience in front-line customer service, preferably in the tourism or hospitality industry with personal meet and greet
- experience with events and in a role requiring a basic level of security vigilance an advantage
- experience in making positive contributions within a vibrant and busy environment
- experience in communicating with people from a variety of backgrounds and ages
- proven ability to create and maintain positive public relations and internal working relations

organisational chart



9 November 2016