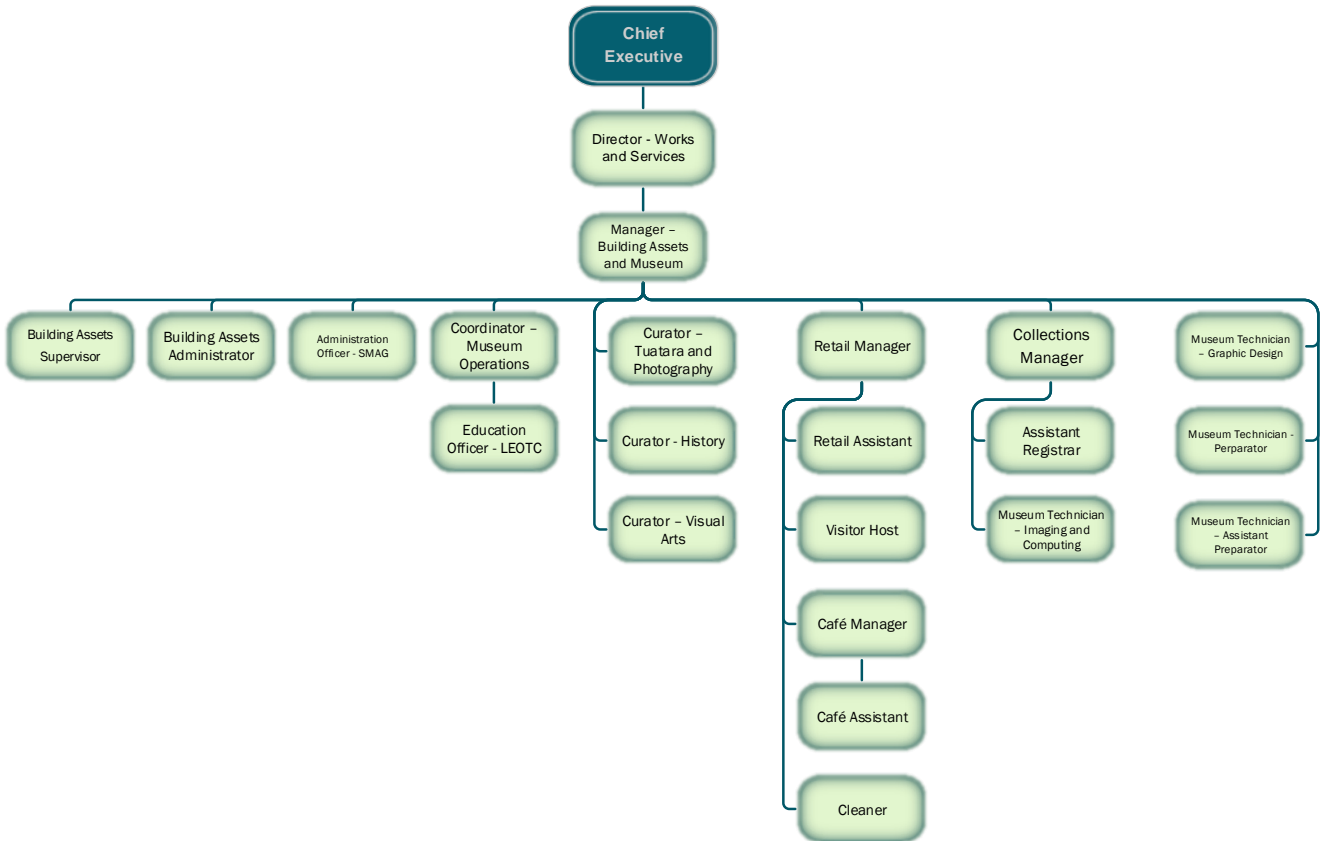


**JOB DESCRIPTION**

Job Title	<b>Visitor Host</b>
Tenure / Hours	As per employment agreement
Directorate and Work Unit	Works and Services – Southland Museum and Art Gallery
Responsible to	Retail Manager
Responsible for	N/A
Budget Responsibilities	N/A
Delegations	As per Delegations register
Date	February 2017



**ORGANISATIONAL CONTEXT**



## JOB PURPOSE

A team of Visitor Hosts will interact with visitors to the Southland Museum & Art Gallery providing a friendly and helpful information service about the programmes and services, ensuring that all visitors receive consistently high standards in visitor experience.

The Visitor Hosts will have an interest in museums including art, social and natural history, assisting them to interact with visitors, including school groups and tours, encouraging visitors to engage with the exhibitions.

They will provide a security presence in the public spaces during opening hours.

Visitor Hosts will handle front of house monetary transactions including retail sales.

## FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

### EXTERNAL TO COUNCIL

- Clients/public.
- Other local and regional authorities.
- Outside agencies and professional organisations.
- Community groups and organisations.

### WITHIN COUNCIL

- Other team members in your Division/Directorate.
- Other Invercargill City Council employees.
- Elected Representatives.

## KEY ACCOUNTABILITIES

### Customer Service – Reception and Retail

As a member of the team of Visitor Hosts, actively interacting with visitors to the Southland Museum & Art Gallery providing a friendly, helpful and accurate information service about the programmes and services, ensuring that all visitors receive consistently high standards in visitor experience.

Receiving public and telephone enquiries and answering them or directing them accordingly.

Assisting with retail sales as required and handling fees for special exhibitions or charge events.

Providing assistance to visitors in relation to applications for membership of the Friends of the Southland Museum & Art Gallery.

## YOU ARE SUCCESSFUL WHEN

- All visitors receive a warm and friendly welcome and information is given in an appropriate manner, in accordance with best practice customer service standards.
- Visitors, including school groups and tours are actively encouraged to engage with the exhibitions.
- You consistently demonstrate respect, responsiveness and professionalism whilst providing superior service for customers.
- Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required.
- You are astute at 'reading' the public to know when assistance is welcome, ie. when visitors are happy to engage in conversations about the exhibitions, and when people are happy in their own company.
- The needs of those seeking information and/or services are quickly identified and all the relevant information is obtained.
- 80% of all telephone calls are responded to within 20 seconds.
- All front of house functions are performed in accordance with Invercargill City Council policies and procedures in relation to handling cash and shop stock.
- A quality service is delivered to the public.
- All membership enquiries receive current information and application forms in a timely manner.

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
<b>Technical Competence</b>	
<p>Ensuring all technology in the galleries is looked after and functional, providing the best experience to our visitors.</p>	<ul style="list-style-type: none"> <li>▪ All electronic security systems, audio-visual and exhibition technologies operate effectively and efficiently.</li> <li>▪ Hardware is shut down and looked after correctly.</li> <li>▪ Technical malfunctions are resolved promptly to restore functionality and user experience.</li> <li>▪ Any unresolvable issues are brought to the attention of Graphic Designer promptly.</li> </ul>
<b>Security and safety procedures</b>	
<p>Assisting in the security of the building and exhibition spaces by observation of visitors and the management of the security system.</p> <p>Undertaking the morning start up of exhibition related audio-visual equipment and evening shut down of exhibitions.</p> <p>Providing a security presence at after hours functions as and when required.</p> <p>Attending to security call outs at any time on a rostered call out basis.</p> <p>Assisting in evacuation situations.</p>	<ul style="list-style-type: none"> <li>▪ The museum opens and closes on time.</li> <li>▪ Gallery spaces are patrolled/visited on a regular basis in accordance with established routines so that that security of the public and cultural property on display in public spaces is maintained.</li> <li>▪ Any audio-visual equipment relating to displays is operated correctly.</li> <li>▪ Security cameras are monitored regularly .</li> <li>▪ Offensive dangerous or compromising behaviour within the Museum which might affect the security of people, the building or property is prevented.</li> <li>▪ All staff and public are evacuated from the Southland Museum and Art Gallery premises without delay, in accordance with the Emergency Plan.</li> </ul>
<b>Facility inspection and reporting of maintenance requirements</b>	
<p>Ensuring that the public galleries are maintained to enable the safe and comfortable use and enjoyment of all museum facilities.</p> <p>On weekend days, and any other day that the contracted cleaner does not work, checking the public toilet areas and ensuring that they are in a clean and tidy condition. The Visitor Host responsible for performing these duties shall be paid a daily taxable 'Amenity Cleaning Allowance'.</p>	<ul style="list-style-type: none"> <li>▪ The public facilities are clean and safe environments to be in.</li> <li>▪ Requests for repairs to, or replacement of the facilities components are issued promptly via the manager to ICC Building Assets.</li> <li>▪ Galleries and facilities for functions are prepared and reinstated as necessary.</li> <li>▪ Evacuation of the building in emergency situations goes according to plan and there is no loss of life.</li> <li>▪ The public toilet facilities are in a clean and tidy condition, with regular checks made during the day.</li> <li>▪ Toilet paper stocks are kept replenished.</li> <li>▪ All hand dryers and toilet facilities are in working condition, or else the Visitor Host will mark these as out-of-order and will advise their manager of this.</li> </ul>
<b>Customer Excellence</b>	
<p>Acting as an ambassador for our Council, going above and beyond to provide both internal and external customers with exceptional service at all times.</p>	<ul style="list-style-type: none"> <li>▪ You are regarded as approachable, interested and friendly.</li> <li>▪ You stop to listen, learn and understand when assisting customers.</li> <li>▪ Customers recognise they have received the level of support and service they seek.</li> <li>▪ You take the initiative to improve work practices and to get the best possible outcome.</li> <li>▪ Problems and complaints are acknowledged, solutions identified and promptly acted upon</li> </ul>

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
	<ul style="list-style-type: none"> <li>▪ Council confidentiality policies are met when dealing with customer information.</li> </ul>
<b>Teamwork</b>	
<p>Working together as a team to get the job done</p>	<ul style="list-style-type: none"> <li>▪ You willingly share your knowledge and experience.</li> <li>▪ Communication is open, honest, appropriate and considerate.</li> <li>▪ You demonstrate positivity and respect, and support and care for your colleagues.</li> <li>▪ You demonstrate initiative and commitment to team objectives, actively participating in group activities.</li> <li>▪ You are open and receptive to change.</li> <li>▪ You challenge yourself and others to make it better.</li> <li>▪ You maintain confidences and avoid hurtful gossip.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>▪ Training and development needs are identified, agreed with direct line manager and implemented annually.</li> </ul>
<b>Civil Defence Emergency Management</b>	
<p>Assisting Council in preparing for and responding to an emergency.</p>	<ul style="list-style-type: none"> <li>▪ After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.</li> </ul>
<b>Health and Safety</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Council's Health and Safety policies, procedures and systems.</p>	<ul style="list-style-type: none"> <li>▪ You understand and consistently meet your obligations under Council's Health and Safety policy/procedures.</li> <li>▪ You actively encourage and challenge your peers to work in a safe manner.</li> <li>▪ Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
<b>Other Duties</b>	
<p>From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> <li>▪ You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> </ul>
<p>Looking for opportunities to improve systems, processes and work practices – both within your own position and the organisation as a whole.</p>	<ul style="list-style-type: none"> <li>▪ You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole.</li> </ul>

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

**PERSON SPECIFICATION**

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Three years secondary school education, preferable with NCEA Level 2/3 or equivalent passes in English, Mathematics.</li> </ul>	<ul style="list-style-type: none"> <li>NZQA qualifications in retail, customer service, or front line reception.</li> <li>Kiwi Host or similar service based training</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrated ability in previous customer services roles.</li> <li>Experience and confidence in approaching people who may wish to engage in conversation regarding the exhibitions, or visitors who may be contravening security policies.</li> <li>Experience in cash handling and documentation.</li> <li>Ability to communicate well and to relate to a diverse range of people and interpret their differing needs.</li> <li>Experience in, or the ability to give presentations or talk to groups.</li> <li>Ability to demonstrate adaptability to new technology, systems and facilities that enhance customer service. Interest in and experience with computers and audio-visual equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in an art gallery, museum or similar environment.</li> <li>Previous experience in security and/or facilities maintenance.</li> <li>Previous experience in working in retail.</li> <li>Understanding of the role of museums and art galleries.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Be flexible in hours/days worked.</li> <li>Well groomed and tidy in appearance.</li> <li>Displays a confident, friendly, courteous and professional manner.</li> <li>Interested in promoting the Southland Museum &amp; Art Gallery leading towards a positive visitor experience.</li> <li>Excellent interpersonal and team working skills.</li> </ul>	

**CHANGES TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes to the job description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

.....  
Employee

.....  
Date

.....  
Manager

.....  
Date