VISITOR SERVICES COORDINATOR

Position Description

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Visitor Services Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Operations</td>
</tr>
<tr>
<td>Position Type</td>
<td>Full time 2-year fixed term contract</td>
</tr>
<tr>
<td>Reports to</td>
<td>Manager, Visitor Services</td>
</tr>
<tr>
<td>Direct Reports</td>
<td>Visitor Services Officers x 10 (FTE)</td>
</tr>
<tr>
<td>Date</td>
<td>September 2020</td>
</tr>
</tbody>
</table>

HOTA

Our work is carried out in line with our HOTA Values of Art, Citizenship, Curiosity, Integrity and Generosity

Every person at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure and will be covered in an online learning module.

At HOTA:
- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment;
- We are passionate about art and driven by the opportunity to educate, raise awareness and tell stories;
- We are dynamic caring and curious with a commitment to excellence, experience and innovation;
- We display strong interpersonal and communication skills to engage and build communities.

The Team

The HOTA Visitor Services team has primary responsibility for delivering visitor services and live interpretation of the Gallery and outdoor art across the precinct.

The Position

The two Visitor Services Coordinators (VSC’s) jointly coordinate the day-to-day roster, operations and ongoing training of the Visitor Services Officers (VSO’s) to ensure a high standard of customer service and full coverage of shifts for all opening hours, including evenings, weekends and public holidays.

The VSC’s maintain a regular presence in the public domain and fill service gaps if required. The VSC’s are the first point of contact for VSOs and Ambassadors requiring assistance with visitor-related service issues. The VSC’s oversee VSO administration.
Position Responsibilities

Under direction from the Manager Visitor Services and in collaboration with the Ambassadors Coordinator:

- Coordinate and support the recruitment, training and evaluation of VSO’s
- Coordinate the VSO’s roster to ensure full coverage of opening hours, exhibitions and events
- Fill VSO service gaps, as required
- Monitor VSOs and Ambassadors well-being and visitor needs, and adjust rotations, breaks and service locations
- Support resolution of visitor service issues with VSO team and Ambassadors and manage escalation
- Lead resolution of VSO team issues and manage escalation
- Coordinate and/or verify administration for VSO team, including incident reporting, timesheets, return to work schedules, required qualifications and leave requests
- Lead Visitors Services team opening and closing procedures
- Prepare and deliver daily VSO and Ambassador briefings and debriefings
- Proactively participate in briefings, debriefings, evaluations, team meetings, focus groups and planning sessions as required, providing advice and data to support continual improvement of the HOTA visitor experience
- Coordinate VS meetings
- Ensure distribution of HOTA internal communications to VSO team
- Maintain a high level of knowledge relevant to visitors about HOTA, the HOTA Collection, artworks on display, art movements, art-making techniques, exhibitions and programs in the Gallery and broader precinct, facilities and amenities, public transport, current marketing messaging, other cultural and recreational tourism experiences of the Gold Coast, and policies and procedures relevant to the role
- Contribute to a safe and secure workplace by monitoring art displays and visitor behaviour and well-being, identifying and reporting incidents, risks and hazards, and responding promptly and appropriately in accordance with security and emergency policies and procedures.
- Other duties as directed by the Manager, Visitor Services commensurate with the level of this position.

Availability Requirements

Due to the importance of maintaining relationships with the Ambassadors, the incumbent must be available to work a roster pattern that allows them individual face-to-face contact with every Ambassador at least monthly, which may include evenings, weekends and public holidays. The HOTA Gallery is a 7-day operation and there will be a requirement to work evenings and some weekends in this role. The HOTA Gallery, precinct and programs are accessible for staff using wheelchairs.

Qualifications, Skills and Experience

- Experience working in a similar role
- Cert III or above in Training would be highly regarded (or willingness to attain upon employment)
- A passion for art and the Gold Coast
- Exceptional people skills and emotional intelligence – particularly empathy, diplomacy and assertiveness
• Exceptional organisational and problem-solving skills
• Exceptional customer service skills
• Exceptional communication skills – particularly ability to communicate with influence, have difficult conversations, and interpret artworks with visitors
• Ability to learn, recall and convey artistic concepts and content
• Fitness to deliver static and mobile interpretation, including guided tours and other programs; lifting objects weighing up to 5kg; and standing, walking and talking for extended periods in a variety of indoor and outdoor spaces*
• A flexible, collegial and reliable work ethic

The successful candidate is likely to:

• Be pro-active and enthusiastic
• Take a logical and practical approach to decision making
• Demand a high level of performance in themselves
• Be a self-starter and take responsibility for their actions
• Have excellent time management skills and enjoy working at pace
• Be highly organised with excellent attention to detail
• Enjoy problem solving and developing creative solutions
• Enjoy having responsibility for a wide range of tasks
• Enjoy meeting and talking to new people of all backgrounds and interests
• Be able to learn systems and processes quickly.

Workplace Health & Safety

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
2. In accordance with HOTA’s Workplace Health and Safety policy an employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:

   • Adhering to WH&S obligations and adopting sound work practices
   • Following all safe working procedures and practices
   • Eliminating, reporting or advising where required to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work-related condition or practice
   • Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained, and when requested assist management and other workers in the risk assessment of workplace hazards.