

<b>Job title:</b> Facility Attendant – Schwerkolt Cottage & Whitehorse Artspace	
<b>Classification:</b> Band 3	<b>Effective Date:</b> July 2023
<b>Reports to:</b> Arts & Heritage Officer	<b>Tenure:</b> Part Time (4hrs per week)

### About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

To provide front of house services to visitors to the Schwerkolt Cottage and Museum Complex and Whitehorse Artspace, ensuring a high level of customer service and the safety of our visitors.

Conduct tours of the facility providing information to visitors.

To maintain a high level of high standard of exhibition displays.

## Key Responsibilities

### *Position Specific Responsibilities*

- Undertake front of house responsibilities including the provision of reception services, facility surveillance, customer service and care of the exhibition collection.
- Provide administration and office support.
- Assist under direction with facility preparation, events and special programs.
- Develop knowledge of local history as related to the collection for the information of visitors.
- Undertake opening and closing the facility after hours.
- Undertake the sale of publications and reconciliation of the point of sale system.
- Ensure the facility and environs is well presented, clean and tidy at all times.
- Ensure the facility is safe and free from hazards and report any safety risks/hazards and incidents.
- Conduct tours of the facility providing information to visitors.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

## Authority

Budget: Nil

Staff responsibility: Nil

Decision Making:

- Accountable for cash management and point of sale reconciliation for the facility

## Key Relationships

- Liaise closely with the Arts & Heritage Officer and Curator.
- The position will maintain professional relationships with all internal and external stakeholders including Whitehorse City Council staff at all levels, patrons, Councillors, community groups, the general public and contractors.
- Liaise with the Whitehorse Historical Society as required.

## Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Demonstrated interest, knowledge and/or experience in local history and related cultural industries.
- Strong customer service skills.
- Experience in a reception or administrative support role in related cultural industries including cash handling and associated documentation.
- A successful National Police Check is required.
- Level 2 First Aid Certificate.
- Working with Children Check.

Technology

- Familiarity with Microsoft Office applications.
- Knowledge and use of specialised databases related to the management of a museum/art collection.

Interpersonal

- Excellent customer service and presentation skills.
- Well-developed oral and written communication skills to gain co-operation and assistance from clients, other employees and members of the public.
- Demonstrated skills in reception work.
- Excellent numeracy skills.
- Ability to work productively alone or as part of a team.
- Ability to provide solutions to problems to meet needs of clients, visitors and suppliers.

Leadership/management:

- Positive self-starter with demonstrated ability in personal time management.
- Ability to work with minimal supervision.

## Key Selection Criteria

1. Interest, knowledge or experience in local history and related cultural industries.
2. Strong verbal communication skills, including the confidence to deliver presentations to groups.
3. Previous experience working independently or in a team environment.
4. Ability to work effectively in different venues and facilities that may have different work locations and structures.
5. Experience delivering front of house services in a cultural facility while demonstrating strong customer service skills.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Cleaning – low cleaning  Installing and removing display cabinet cloths	Intermittent up to 30 minutes per day  20 minutes per day
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Installing and removing display cabinet cloths  Cleaning  Unpacking chairs from trolley	20 minutes per day  Intermittent up to 30 minutes per day  Approximately 30 minutes per day – intermittently
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Cleaning  Installing and removing display cabinet cloths	Intermittent up to 30 minutes per day  20 mins per day
<b>Standing</b> Tasks involve standing in an upright position	Most tasks require intermittent standing position (not static standing)	Throughout the shift
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Installing and removing display cabinet cloths  Cleaning	20 mins per day  Intermittent up to 30 mins per day
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Intermittent over the duration of the shift  Ladder – 2 step/3 points of contact	Up to 60mins  Up to 20 mins intermittent

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Stacking and Unpacking chairs via the chair trolley  Lifting to tubs of ice up to 10kgs	1 x per 2-3 weeks Intermittently over 5 minutes  1 x per 2-3 weeks Intermittently over 5 minutes
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	Pushing chair trolley up to 20 metres	Up to 30 minutes per day
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Email and booking checks	Up to 10 minutes
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		
<b>Work Environment</b>	Exposure to environmental conditions (incl. Allergens) relative to working under the shelter of a verandah	Up to 4 hours