

Position:	Weekend Receptionist
Reports To:	Director
Direct Reports:	None
Job Status :	Part time (10.5 hours per week for two weekends in every four)
Position Description	
To provide a positive visitor experience, maintain an excellent standard of presentation in front-of-house areas (including retail) and ensure administration duties are completed effectively and efficiently	
Key Responsibilities	
This is not an exhaustive list of tasks but highlights key areas of responsibility.	
<ol style="list-style-type: none"> 1. Visitor Services <ul style="list-style-type: none"> • Represent the museum in a positive, warm, friendly and professional manner • Provide excellent customer service through an attitude of putting the customer first, going the extra mile, ensuring all visitors receive a positive and warm welcome to the museum, and monitoring/reporting any customer problems and/or complaints • Ensure front-of-house areas are maintained to an excellent standard and are clean and tidy in appearance at all times. Including regular monitoring of toilets (replacing towels, soap, toilet paper and cleaning as required), galleries, shop and museum entry/reception area • Clean glass cabinets, doors, etc in galleries, avoiding cleaning around collection items • Ensure museum is open and ready for visitors on time including unlocking, switching on lights, media screens and any other opening procedures • Promote Tairāwhiti Museum in a positive light <i>at all times</i> including supporting and promoting exhibitions, Gisborne city and region to visitors • Protect our collections, exhibition and visitors through monitoring of security cameras, undertaking fire warden duties and reporting any malfunctions or problems in galleries • Manage enquires including answering phone, emails, transferring calls, taking messages, booking groups and tours, etc • Process visitor entry including taking entry fee, recording statistics, checking bags, managing lost property, etc • Provide guided tours through the museum as required, presenting information to set guidelines • Keep up to date with museum information through reading staff minutes and messages from week day Receptionist 2. Retail <ul style="list-style-type: none"> • Ensure shop looks fresh and inviting through regular cleaning, monitoring stock and rearranging displays • Ensure a positive shopping experience for visitors through proactively engaging with retail customers, processing sales and up-selling • Assist with exhibition openings (as appropriate) including moving shop displays and rearranging furniture in shop/cafe area and reinstating the following day • Assist in regular and/or annual stock take as required 	

3. Administration

- Ensure takings are appropriately managed through daily tally and reconciliation of till and ensuring float is maintained
- Scan processed invoices as required
- File processed invoices after the 20th of each month
- Ensure museum staff have supplies necessary to perform their work through regular stationary stock take and ordering materials to restock as appropriate
- Maintain and update pest register

4. General

Maintain an excellent standard of dress and personal presentation

- Follow health & safety requirements according to health & safety legislation and museum policy and procedures
 - Contribute to a positive, professional and productive work environment
 - Adhere at all times to professional and ethical standards
- Other duties as directed, sometimes off-site and at weekends and/or on public holidays

Skills, Knowledge and Personal Attributes

Skills and Knowledge:

- Minimum of 1 year customer service experience
- A proven capacity for effective and positive communication, including public presentation skills
- Ideally an understanding of Museum practice
- Understanding of the principles and practice of the Treaty of Waitangi.
- Strong written, verbal, analytical and reasoning skills
- Strong team work qualities
- Computer literate
- First Aid Certificate ideal

Personal Attributes:

- A mature approach, discretion and sound judgment
- A positive attitude
- Initiative and self-starting
- High standards of professionalism and integrity
- Ability to remain calm and maintain a problem solving stance in response to challenging situations
- A hard-worker, who is productive, proactive and can meet deadlines on time to a high standard
- A person who can work constructively with a wide range of people at a variety of levels to advance strategic and business goals of the Museum
- A desire to enhance, enrich and promote Tairāwhiti Museum to all schools in the catchment area
- A desire to work in, help create and maintain a fun positive working environment
- Confident, outgoing 'people person'