



**Tō Mātau Moemoeā** Our Vision is to use the past, present and future technology and ingenuity of Aotearoa to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

**Position:** Visitor Services Host

**Reports to:** Visitor Services Manager

## PURPOSE OF THE ROLE

As a Visitor Services Host at MOTAT you will engage with visitors in the Museum's exhibitions, public programme activities, and in the front-of-house retail spaces enhancing their understanding of both the Museum and kiwi technology, ingenuity, and the associated stories MOTAT shares.

As a Visitor Services Host you will operate across one or more areas; visitor services, exhibition hosting, programme and event hosting, and Little Flick operations. Each of these distinct areas plays its part in enhancing MOTAT's visitor experience and MOTAT encourages those who wish to broaden their skills to operate cross-functionally across these areas.

## RESPONSIBILITIES

- Actively engage with MOTAT visitors to provide a high-quality experience and represent the Museum in a professional manner and providing an emotionally engaging and intellectually stimulating experience in your area (or areas) of expertise.
- Greet and deliver tour groups to programmes and activities across the MOTAT sites, as required.
- Follow the directions of the Visitor Services Manager and/or Host Coordinators, as required.
- Ensure all procedures, processes and documentation related to Visitor Services team are adhered to and completed correctly and in an efficient manner.
- Proactively maintain up-to-date knowledge and understanding of permanent and temporary exhibitions and displays, upcoming events and programmes, and retail stock and promotions.
- Provide feedback and assistance in the planning, preparation and delivery of visitor services activities and experience and the day-to-day delivery of visitor experiences at MOTAT.
- Take opportunities in quieter periods to clean and maintain visitor spaces, following any guidelines set out by the Retail, Exhibitions, and/or Conservation teams.
- Promptly attend to visitor concerns in the first instance and pass on to the Visitor Services Manager and/or Host Coordinator all feedback; issues that require management intervention on the day should be directed as appropriate.
- Monitor the general safety of visitors in and around the Museum and promote Safety & Wellbeing practices across the Museum.
- Remain up-to-date on emergency procedures in accordance with the overall Emergency Response policies and procedures, including emergency telephone use; where appropriately trained act as part of the

Emergency Response team.

- Provide support and/or relief to any other member of the Museum, as and when required, to actively support the delivery of the MOTAT experience.
- Attend all training sessions, briefings, and team meetings.
- Provide visitor services in one or more of the following areas; progression and pay grade is, in part, based on the competencies and ability to operate in each of these areas.
- Embrace a mindset of continuous improvement in understanding and implementing the principles of Te Tiriti o Waitangi.
- Model behaviours consistent with MOTAT values and MOTAT competency framework.
- Comply with all museum policies and procedures including but not limited to Safety & Wellbeing and the Museums Aotearoa's Code of Ethics.
- Undertake any other reasonable duties as may be required from time-to-time to ensure that MOTAT's business objectives are met.

### VISITOR SERVICES

- Collect and check the float and advise the Accounts team of any discrepancies.
- Assist all visitor and telephone enquiries in a prompt, efficient and helpful manner.
- Correctly process admissions and sales including the operation of the EFTPOS machine and CRM system.
- Cash up at the end of each shift, accurately process customer attendances for the purposes of providing reliable attendance records.
- Support the Retail team, as required, with barcoding and stock management.

### EXHIBITIONS HOSTING

- Host exhibition spaces, proactively interacting with visitors to communicate the stories being communicated within the space.
- Maintain an up-to-date understanding of all exhibitions and their interactive elements, so as to provide an outstanding experience to every visitor.
- Demonstrate initiative when interactive exhibition elements are unavailable, ensuring that MOTAT's visitors still have an enjoyable experience.

### PROGRAMME & EVENT HOSTING

- Host programmes and events, as designed by the Visitor Experience team.
- Ensure that programmes and events are hosted as per the guidelines set out by the Visitor Experience team, at all times meeting the expectations of the project lead or event manager.
- Assist with event setups, at times working independently following a brief set by the Events Coordinators.

### LITTLE FLICK OPERATIONS

- Operate Little Flick if trained and qualified, ensuring compliance with the Standard Operating procedures.

### KEY PERFORMANCE INDICATORS

- Maintain visitor satisfaction ratings of 85% or better, particularly with respect to visitor interaction and proactive story telling.
- Ensure the visitor spaces are presented and maintained to a high standard every day.

- Being an effective team member; attend all training sessions, briefings and monthly meetings.
- Ensure a consistent level of punctuality, presentation, and reliability.

## KEY RELATIONSHIPS / DELEGATED AUTHORITY

<b>Responsible for:</b>	Nil
<b>Internal Liaison:</b>	Museum Experience Hub, Finance & Commercial Team, Retail Team, Exhibitions Team, Tram Drivers, People, Culture & Wellbeing Team, MOTAT Team
<b>External Liaison:</b>	Museum Visitors

## BUDGETARY AUTHORITIES

Nil

## SKILLS & EXPERIENCE

- Demonstrated high level of customer service skills ideally from a retail, museum, or tourism environment.
- Cash handling, EFTPOS and computerised POS experience.
- Demonstrated experience dealing with visitors over the phone and face-to-face.
- Experience dealing with a diverse customer base across a variety of cultures and ranging in age from children through to adults.
- Demonstrated ability to use language, style and expression (verbal and non-verbal) effectively so that understanding is maximised. An ability to communicate fluently in other languages (desirable).
- Interest in or exposure to social history and STEAM-based subjects.
- ServcelQ Visitor Services qualification required; training will be provided.
- Current drivers' licence (desirable, but required to operate Little Flick).

## Ō MĀTAU UARA OUR VALUES

<b>AUAHATANGA INNOVATION</b>	We will be courageous and try new things.
<b>NGĀTAHITANGA COLLABORATION</b>	We will work as a team that respects and supports others.
<b>MOTUHĒHĒTANGA INTEGRITY</b>	We will act ethically and with respect and transparency.
<b>PŪMAUTANGA SUSTAINABILITY</b>	We will foster knowledge and promote technology that is beneficial to our community and environment.

*This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.*