

<b>Department</b>	Economic, Community & Support Services
<b>Location</b>	Edwin Fox Maritime Museum, Dunbar Wharf, Picton
<b>Direct reports</b>	Nil
<b>Reporting to</b>	Edwin Fox Museum Manager
<b>Grade</b>	8
<b>Financial delegation</b>	No budget responsibility

## Department Overview

This position is within the Economic, Community & Support Services Department. This department is responsible for improving economic and community development and providing essential support services including Arts, Culture & Heritage; Community Partnerships; Customer Services; Democratic Services; Facilities and Fleet Management; Libraries; People & Capability; and Secretarial and Office Services.

## Purpose of the Role

The purpose of this role is to be responsible for the delivery of excellent customer service to all visitors and uses of the Edwin Fox Maritime Museum.

## Key Responsibilities

<b>Customer Service</b>	<p>Deliver consistently exceptional customer service, be the warm, welcoming face of the EFMM.</p> <p>Ensure excellent presentation of public areas of the EFMM throughout the day, including cleaning duties and ongoing monitoring and action.</p> <p>Accurate and efficient handling of admissions, bookings and retail sales.</p> <p>Keep informed about exhibitions, museum events and general visitor attraction information to engage and inform visitors.</p> <p>Lead museum tours both on and off site as required.</p> <p>Take responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.</p>
<b>Administration</b>	<p>Facilitate all visitor on-site activity and processes and administration in the absence of the EFMM Manager.</p> <p>Complete daily opening tasks, ensuring EFMM is ready and looking its best.</p> <p>Complete daily closing tasks, including reconciling the till. Ensure the EFMM is tidy and ready for the following day and the EFMM is appropriately secured and alarmed.</p>

Ensure accurate recording and reporting of visitor numbers. Complete daily reconciliations of sales, cash and receipts.

Encourage visitor feedback in the form of comment cards, TripAdvisor reviews and surveys.

Ensure shop product is presented as per agreed standards.

Use the Point of Sale system to enter stock as it comes into the shop and participate in the management of stock.

Routine administration associated with EFMM activities. Follow all security procedures to ensure the EFMM exhibitions and buildings are safe and secure.

Assist with the planning and execution of special events.

# Organisational Responsibilities

## Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

## Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

## Digital mindset

Have a "digital mindset" which allows you to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren't compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

## Health, safety and wellbeing

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and look out for your colleagues, contractors, customers, and visitors.

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

## Inclusion and diversity

Support an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Support a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

## Record management

Create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council's information and data management policies and procedures.

## Response in emergencies

Be available to assist during emergencies as and when they occur, working within your level of competence and training.

## Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

## Te ao Māori

Willingness to develop cultural competency; for example by developing an understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

## Other duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently.

# Person Specification

<b>Experience and knowledge</b>	<p>Previous experience in delivering exceptional customer service.</p> <p>Experience in a sole charge retail position would be an advantage.</p> <p>Ability to work autonomously and show initiative.</p> <p>Proven flexible and collaborative style.</p> <p>Flexibility with hours of work, particularly in the summer when we can experience high volumes of visitors.</p> <p>Excellent time management and prioritization skills.</p> <p>Proven capacity for effective and positive communication.</p> <p>Excellent Microsoft Office skills.</p> <p>Good written and verbal skills.</p>
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## Core Competencies

<b>Adaptability</b>	<p>Ability to maintain a calm, professional manner in challenging situations.</p> <p>Ability to operate effectively in a complex and changing environment.</p>
<b>Commitment to improvement</b>	<p>Enthusiasm for continually increasing knowledge and technical abilities.</p> <p>Enthusiasm for continuous improvement and efficiency in processes.</p>
<b>Communication</b>	<p>Excellent oral and written communication skills which are appropriate and relevant to the audience.</p>
<b>Customer focus</b>	<p>Excellent customer services skills.</p> <p>Ability to understand customers' needs via active listening.</p>
<b>Digital literacy</b>	<p>Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture.</p> <p>Motivation to use digital skills to create new opportunities.</p>
<b>Integrity</b>	<p>Ability to handle confidential or controversial information with discretion and professionalism.</p> <p>Takes accountability for own actions.</p>
<b>Interpersonal skills</b>	<p>Proven ability to work effectively in a team environment.</p> <p>Proven ability to develop relationships and work collaboratively with others.</p>
<b>Organisational skills</b>	<p>Strong personal prioritisation and time management skills.</p> <p>Ability to multi-task, prioritise, pay attention to detail and use initiative.</p>
<b>Problem solving and decision making</b>	<p>Considers risk factors in decision-making.</p> <p>Uses own judgement and experience to solve problems.</p>

# Strategic Framework

<b>Vision</b>	Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.
<b>Mission</b>	We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.
<b>Values</b>	<p>Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture.</p> <p>All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.</p> <p>Our values are:</p> <ul style="list-style-type: none"><li>• We are open, transparent and collaborative.</li><li>• We partner with tangata whenua iwi.</li><li>• We involve and respect our many cultures.</li><li>• We are innovative and strive for excellence.</li><li>• We are adaptive and responsive to community needs.</li><li>• We work in an environmentally sustainable manner.</li></ul>