



<b>The Position:</b>	Casual Visitor Experience Officer
<b>Reports to:</b>	Visitor Experience & Volunteer Manager
<b>Division, Work Unit:</b>	Commercial Operations, Visitor Experience Team
<b>Term:</b>	22-weeks, Fixed term
<b>Salary:</b>	Casual Grade 2 - Exhibition general hand of \$32.31 per hour* (\$25.85 + 25% casual loading) (plus superannuation where applicable) Junior rates apply for applicants aged 18 or 19 years old *Approximate based on Amusement, Events and Recreation Award [MA000080]
<b>Location:</b>	55 Little Malop Street, Geelong VIC 3220
<b>Start Date:</b>	Monday 18 May 2026
<b>End Date:</b>	Sunday 18 October 2026
<b>Gallery purpose:</b>	<p>Geelong Gallery's purpose is to provide an inclusive experience of art that will enrich people's lives.</p> <p>Geelong Gallery is impactful through four strategic pillars:</p> <ol style="list-style-type: none"><li><b>Creative &amp; Cultural Leadership:</b> to play a distinctive leading role in the public gallery sector, and to enrich the creative and cultural life of our community and region by sharing in and activating the City of Greater Geelong's vision of a 'clever and creative city'</li><li><b>Business Excellence:</b> to ensure a robust and progressive creative industries business that delivers economic benefit to the region through cultural tourism and the visitor economy.</li><li><b>Equity &amp; Learning for Everyone:</b> to connect and empower people by demonstrating and promoting equity, diversity, inclusion, access, and lifelong learning.</li><li><b>A Future Gallery:</b> to deliver a significantly expanded Gallery as a priority infrastructure project of local and State significance and realise the next major milestone towards the completion of the Geelong Cultural Precinct Masterplan.</li></ol>
<b>Gallery visitor experience mission:</b>	<p>Geelong Gallery Visitor Experience mission focuses upon providing an exceptional visitor experience for all visitors to the Gallery. We strive to enhance the visitor experience in scope and exceed expectations, leading to repeat visitation and increased word of mouth promotion.</p> <p>We seek to attend to and anticipate all visitor needs, questions and desires. Our organisation prides itself on availing visitors with accurate and concise information for exhibitions and artwork on display, in a warm and friendly manner. The visitor experience is at the heart of Geelong Gallery's visitor experience mission.</p>
<b>Primary focus of the position:</b>	Geelong Gallery's Commercial Operations comprise of Visitor Experience, the Volunteer Program, Retail, Membership and Events. Commercial Operations are integrated with all other aspects of the



	<p>Gallery, including its exhibitions and collection, education and public programs, marketing and communications.</p> <p>Reporting to the Visitor Experience &amp; Volunteer Manager, the specific focus of this position is to support the Visitor Experience team and generate long term community support of the Gallery by working to advance the best visitor experience at a leading regional Gallery; to ensure visitor satisfaction through the delivery of high-quality, pro-active customer service to physical, telephone and online visitors; and, to assist the Visitor Experience Manager to meet the Gallery's Experience Mission and the organisation's visitor expectations.</p> <p>This role will directly support industry standards of excellence for the visitor experience with a focus on promoting repeat visitation.</p> <p>The incumbent will report directly to the Visitor Experience &amp; Volunteer Manager and will form part of the Visitor Experience team under the direction and leadership of the Deputy Director commercial operations and development.</p> <p>The temporary casual Visitor Experience Officer position is a multitasking role operating in a flexible team environment.</p>
<b>Key Responsibilities</b>	<ol style="list-style-type: none"><li>1. Support the Visitor Experience &amp; Volunteer Manager to maintain high standards of service excellence to visitors by assisting in the daily management, procedures and operations of the Gallery's frontline.</li><li>2. Support the Visitor Experience &amp; Volunteer Manager by working alongside volunteer team members, Youth Ambassadors and students in a cooperative and respectful way.</li><li>3. Support Gallery administrative needs and tasks as directed by other Gallery staff.</li><li>4. Accurately and promptly take event, education and guided tour booking details and, as instructed, make necessary arrangements in a timely manner.</li><li>5. Support the Visitor Experience team by assisting to operate prompt and efficient ticketing across exhibitions and events; provide clear and concise information regarding the Gallery to visitors; promote shop sales and Gallery membership; perform daily reconciliations and keep a clean and safe working environment; and, report on visitor feedback to the Visitor Experience &amp; Volunteer Manager.</li><li>6. Support the Visitor Experience team by adhering to relevant policies and procedures.</li><li>7. Support all Gallery Public Program and Venue Hire events through assisting in all aspects of set-up and pack down.</li><li>8. Maintain vigilance and enforce regulations governing the protection and security of works of art, the public and staff across the entire site, including opening up and locking down and safety and security protocols.</li><li>9. In the event of an emergency, have the ability to support the Gallery's emergency and first-aid response.</li><li>10. Assist in all duties related to the presentation of the Gallery during opening hours, and providing a clean and safe working environment for all staff and volunteers.</li></ol>



	<p>11. Maintain current knowledge of Gallery exhibitions and events, key knowledge of Shop merchandise, fundraising activities and membership information.</p>
<b>Professional practice</b>	<ol style="list-style-type: none"><li>1. Contribute to and support the Geelong Gallery purpose, and participate in organisational initiatives and activities as required, including ensuring a safe and healthy environment for colleagues, visitors and stakeholders.</li><li>2. Contribute to and support the Geelong Gallery's visitor experience mission by providing an outstanding visitor experience.</li><li>3. Participate in Geelong Gallery's corporate life including attendance at and assistance with openings, stakeholder events and other after-hours programs as required.</li><li>4. On occasion to perform other duties or undertake special projects in addition to the above key responsibilities as deemed appropriate.</li></ol>
<b>Key selection criteria</b>	<p>The successful candidate must possess the following attributes in order to perform well in this role:</p> <ol style="list-style-type: none"><li>1. Demonstrated experience in a customer service, hospitality or retail environment.</li><li>2. Experience in monitoring personnel and artwork security and overseeing site security and risk management.</li><li>3. Demonstrated experience in negotiation and communication skills with visitors, volunteers and other team members, and key stakeholders.</li><li>4. Demonstrated experience and skills in the use of systems related to ticketing, bookings and point of sales systems.</li><li>5. Demonstrated ability to deliver corporate and individual goals on time.</li><li>6. Demonstrated experience in recording accurate bookings for events and guided tours.</li><li>7. Demonstrated experience in assisting to prepare for and present events as part of a team.</li><li>8. Demonstrated experience participating successfully as a member of a small team.</li><li>9. Excellent computing skills, including knowledge of MS Office and ability to learn new software applications relating to ticketing and Point of Sale.</li><li>10. Demonstrated clear and articulate written and oral communication skills.</li></ol>
<b>Other relevant skills, knowledge &amp; experience:</b>	<p>The successful candidate should also have:</p> <ol style="list-style-type: none"><li>1. Genuine interest in working within the not-for-profit sector and/or the arts industry.</li><li>2. First aid, Responsible Service of Alcohol, and fire warden qualifications highly desirable.</li><li>3. Well-developed interpersonal skills.</li><li>4. Highly organised with a flexible approach when dealing with competing priorities.</li><li>5. An appreciation for diversity and an ability to work with people from diverse backgrounds.</li></ol>
<b>Other relevant information:</b>	<ul style="list-style-type: none"><li>• Weekday and weekend hours between 9:00am - 5:30pm and after-hours (until 10.00pm) as required.</li><li>• The successful applicant will be required to undergo security clearances performed by the Victorian Police Records Check and be required to hold a current Working with Children Check.</li></ul>



	<ul style="list-style-type: none"><li>• Geelong Gallery is an Equal Opportunity Employer and operates a smoke-free work environment.</li><li>• Applicants from linguistically and culturally diverse (CALD) and First Nations backgrounds are strongly encouraged to apply.</li><li>• Geelong Gallery is a welcoming workplace and encourages people with a disability to apply. If you think you could be a good addition to our team, we are open to receiving your application in a different format i.e. audio or video recording.</li></ul>
<b>About the role statement:</b>	This role statement is intended to provide an overall view of the role but in addition to this document, the specifics of the role will be described in business work plans.