

Museum Ambassador Role Statement

Volunteer Position	Museum Ambassador		
Council Work Area	Tweed Regional Museum		
Location	TRM Murwillumbah (cnr Queensland Road and Bent Street)		
Reports to	Museum Director		
Hours of Duty	3 hour shift	Role Duration	ongoing
Primary Objective	Ambassadors play a central role in welcoming and assisting visitors to the Museum, as well as contributing to the daily operation of exhibitions and public programs.		
Duties and Responsibilities	<ul style="list-style-type: none"> ▪ Welcome visitors to the Museum and be the first point of contact during their visit. ▪ Actively promote the Museum and its programs. ▪ Using information provided, offer courteous, helpful and informed responses to visitor enquiries, calling on staff assistance when required. ▪ Keep simple records of visitor numbers and other information in a standard format. ▪ Assist Museum staff with opening or closing routines associated with public access and Museum displays. ▪ Process retail sales of Museum shop items using online merchandising software. ▪ Assist staff to maintain visitor safety and display security. ▪ Ensure familiarity with day to day briefing material and Museum exhibitions and programs. ▪ Observe Council-wide and Museum specific protocols for interacting with members of the public. 		
Required skills and attributes	<ul style="list-style-type: none"> ▪ An open, friendly and inclusive approach to interacting with people ▪ A positive and helpful attitude ▪ Computer skills, including internet searching and retail software use. ▪ The ability to work as part of a team ▪ Willingness to project the Museum and Council in a positive light and act as an advocate for the Museum. ▪ Willingness to abide by Museum and Council policies and procedures. 		