

# NATIONAL CAPITAL AUTHORITY

## JOB DESCRIPTION: Senior Guide, Attractions

### **Job Summary**

<b>Position Title:</b>	Senior Guide, Attractions
<b>Position number:</b>	PN 391
<b>Classification:</b>	APS Level 3
<b>Section:</b>	Visitor Experience
<b>Immediate supervisor:</b>	Officer, Attractions
<b>Security clearance required:</b>	Baseline

### **Job Responsibilities/Duties**

Under general direction:

1. Provide exemplary standard of customer service at the National Capital Exhibition, on the phone, online and as required.
2. Deliver education programs and guided walking tours to a wide visitor demographic, including schools and special interest groups.
3. Assist in the operation of the NCA's Attractions, including opening and closing the facilities, supervising front of house staff and volunteers, performing administration duties.
4. Operate the exhibitions booking system, provide reports, and collect statistics as required.
5. Provide administrative assistance and general support to exhibition management.
6. Participate as a constructive member of the National Capital Authority and provide reasonable support with Branch functions as required.

### **Job Skills and Qualifications**

- Ability to perform regular presentations of 30-minute intervals or longer.
- A sound working knowledge of IT systems including MS Office and databases is desirable.
- Ability to gain and maintain a security classification of Baseline is mandatory.
- Ability to gain and maintain an ACT Working with Vulnerable People Registration and First Aid Certificate is mandatory.

### **Preferred Experience**

- At least one (1) year demonstrated experience working in a client-focused environment is desirable.

### **Selection Criteria**

1. Ability to provide exemplary customer service and to work within established procedures
2. Demonstrated capability to make presentations to a wide range of target audiences and to interact with a broad demographic of visitors
3. Ability to communicate effectively, prioritise activities and be flexible, self-motivated and decisive while working in a small team environment
4. Sound working knowledge of IT systems including MS Office and databases
5. Interest in, and some understanding of, the role of Canberra as the capital of Australia, with an emphasis on history, development and heritage.