

Capability Statement Casual Visitor Engagement Officer

The capability statement is to be completed as part of your application package which should include:

1. Application Letter
2. Resume / Curriculum Vitae (CV)
3. Capability Statement.

The selection panel will use all these documents to review your skills and potential suitability for the advertised position.

Referring to the role description for further information, the criteria below relate to Section B of the Role Description. Please complete this form to describe how you meet the *essential* criteria required for the role from the role statement. Some of your examples may relate to several criteria. Please use examples from previous roles and experience that demonstrate how you meet the criteria. You may wish to research Effective Selection Criteria Responses to assist in your application.

| | |
|---|--|
| Your Name: | |
| Section B – Technical Expertise: | |
| Essential: | |
| <ul style="list-style-type: none">• Basic knowledge of Microsoft Office, Word, Excel, and Outlook.• Basic knowledge of digital content creation, including an understanding of social networking and other digital and online tools• Ability to interpret WHS policies, procedures and legislation in the work environment. | |
| Enter your response here: | |

Section B – Personal Abilities:

- Sound presentation skills and ability to present and talk to large and small groups of people from varied demographics, including presenting to schools and undertaking museum tours.
- Sound interpersonal skills; confident and professional approach to dealing with a wide range of stakeholders including colleagues, visitors, VIPs, Board Trustees, and team members.
- Ability to undertake tasks under limited direction in an efficient and co-operative manner, to meet deadlines.
- Ability to prioritise varying workloads, use initiative and be self-motivated.
- Ability to work under limited direction, both individually and as a member of a team, to use judgement in the application of procedures and prioritisation of activities to manage a busy workload and respond with initiative, enthusiasm and flexibility to deal positively with change.

Enter your response here:

Section B – Experience:

- Experience in providing a high level of customer service and education programs and/or tours to the general public.
- Working experience in a range of general administrative and operational duties including security functions and the careful cleaning and movement of objects.
- General experience in public-facing customer-focused tourism practices (*Desirable -at a cultural institute*).

Enter your response here: