



## GATEKEEPER OF THE UNIVERSE (AKA RECEPTIONIST ADMIN)

Sits at the welcome desk in the foyer to welcome visitors to the Observatory. Show visitors around the museum and shop. Hand out brochures and grounds map and answer questions about tours and bookings. Answer the telephone, take messages and direct calls.

### Commitment:

- Either 9.30am to 12.30pm OR 12.30pm to 4pm ONCE a week
- Must commit to a regular weekly spot
- If cannot attend on rostered day, must find a replacement for that day

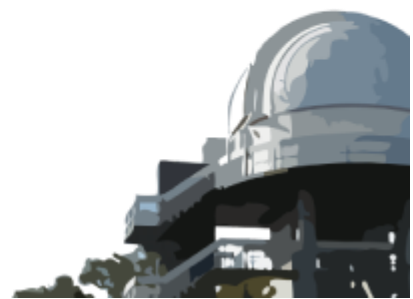
### Responsibilities:

- Greet all visitors with a welcoming smile and determine their interests and needs
- Conduct impromptu tours of the museum. General knowledge of the history of the PO and contents of the museum is handy so that visitors can be given minimal guidance to browse.
- Hand out maps, brochures.
- Answer questions about tours and how to book.
- Answer the phone and forward calls if possible or take a message and email to correct person.
- Check answering machine for messages and follow up as necessary
- Collect mail from post box at the gate and distribute
- Have ability to process a sale in the Astro Shop if needed and be able to close the till at the end of the day.
- Accept deliveries and place in main office.

### Optional Responsibilities:

Dependent upon skills of the volunteer

- Change online bookings when needed – alter, cancel, add people
- Call people to fill rosters
- Assist with printing, packaging, photocopying if needed
- Tidy AstroShop
- Restock drinks fridge if needed
- Check stock levels
- Administer Petty Cash
- Keep Kitchen and Foyer tidy
- In winter, Friday afternoon volunteer to stock tea trolley with supplies and fill urn for WNT's.
- Support Admin staff where needed





## TILL OPERATOR

Operates the Till in the AstroShop during Night Sky Tours and other events.

### Commitment:

- Till Operator shifts match with scheduled events, generally it will be from 7.30pm to 10.30pm on any day of the week
- Sunday Guided Tours from 10 to 3pm once a month.
- Twice a month to maintain skills

### Responsibilities:

- Greet all visitors with a welcoming smile.
- Ensure all appropriate lights are on and Air Conditioner if needed.
- Keep Shop tidy.
- Operate the Till.
- Help customers find items to buy without being pushy
- Count cash at the beginning and end of the shift.
- Follow procedure in manual for closing the register.
- Turn off lights etc at the end of the shift.
- During the sky viewing part of the tour, assist the Host if needed by escorting early leavers out of the building.

### Optional Responsibilities:

- Tidy displays
- Restock drinks fridge if needed
- Check stock levels
- Leave ideas for stock or displays for Office Administrator
- Assist with stock takes

