

Position Description

Vacancy Title: **Visitor Experience Officer**

Location: **Suva**

Reports To: **Manager Experience (v 2.00)**

Objective

This role involves the development and support of event management, educational programs, and community outreach initiatives aimed at engaging diverse audiences. These activities are integrated with the Fiji Museum's exhibitions, collections, and archaeology programs, in collaboration with the Technical Services section to enhance visitor experiences. The position reports directly to the Manager of Experience.

Outcomes

Organisational Stakeholders

1. Learning and Community Engagement Initiatives

- Connect with schools, pre-schools and tertiary organisations to plan educational programs and museum offerings and collect attendance data
- Educational programs and interactive activities are organized and maintained, including field trips for schools, visits for university students, learning opportunities for senior citizens, and guided tours for adults.
- Safe and accessible experiences are provided for all visitors, including young people, vulnerable individuals, and marginalized communities.
- Support mobile and external outreach activities and ensure that displays are arranged with approval from the Manager Experience.
- Assist the Manager Experience in developing the museum's education curriculum regularly, including forward planning of school holiday programs.

2. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

3. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

Product's Stakeholders

1. Visitor Engagement and Museum Relations

- Friendly and informative assistance is provided to visitors, ensuring inquiries about exhibits, programs, and museum facilities are addressed.
- Front-of-house operations, including ticketing, memberships, and guided tours, are coordinated to enhance visitor convenience.
- A welcoming and inclusive environment is maintained for all guests, with particular attention given to accessibility and special needs support.
- Gallery spaces are monitored, crowd control is assisted, and museum policies are upheld to ensure the protection of exhibits and visitors.
- Coordinate and manage public programs, workshops, and special events are coordinated to enhance visitor engagement.
- Visitor insights are gathered, interactions are reported, and feedback is analysed to improve overall visitor satisfaction.
- Enable engagement through a range of channels including guided tours, social media platforms and the website.
- Digital storyteller and content creator

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Commercial Focus	Optimize the commercial viability of the organisation.

Competence	Description
Quality Focus	Deliver quality.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

People

Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.

Professional

Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

Operational

Health and Safety	Establish and maintain a safe and healthy work environment.
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Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Arts and Entertainment, Arts in the Social Sciences, Hospitality and Tourism, Arts in Anthropology, Arts in Archaeology	Minimum experience of 2 years in the same field or related
Desirable		
Diploma	Arts and Entertainment, Arts and Science, Hospitality and Tourism, Arts in Anthropology, Arts in Archaeology	

Work Knowledge and Experience

Prior experience in customer service, tourism, events, or hospitality is highly valued.
 Multilingual abilities can be a bonus, especially in museums with international visitors
 Minimum 2 Years experience in customer service role or any related field.

Requirements

Language Proficiency

Excellent command of English
 Excellent command of both written and spoken English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Customer Service Officer	
	Facilities Manager	
	Visitors and General Public	
	Chief Executive Officer	
External		
	Suppliers	
	Friends of the Museum	
	Educational Institutions	
	Community	

Type	Interaction	Comments
	Sponsors and Donors	

Attributes

Behavioural Styles

- Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Energetic Constantly active and driven to put in effort. Works hard to promote an enterprise.
- Reliable Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

- Empathic Has the ability to understand somebody else's feelings or difficulties.
- Extrovert Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Team Oriented Enjoys being with others as part of a group or team.

Thinking Styles

- Holistic thinker Considers issues/situations as a whole rather than analysing or dissecting the parts.
- Initiative Takes action and makes decisions without the help or advice of other people.
- Well organised Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

Contact Name: Elizabeth Cama

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Further Contact Information: --

Closing Date: 18 Jan 2026