

Position Description

Vacancy Title: **Visitor Experience Officer**

Location: **Suva**

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. |
| Quality Focus | Deliver quality. |

| Competence | Description |
|-------------------------------|---|
| 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. |

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 | |
| | 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

Contact Email: elizabeth@maxumise.com

Further Contact Information: --

Closing Date: 18 Jan 2026