



## Position Description

ACMI is an equal opportunity employer, committed to building an inclusive workplace that supports diverse thinking and innovation. ACMI encourages applications from First Nations People, people of culturally diverse backgrounds, Deaf and Disabled people, people from the LGBTIQ+ community and all sectors of the community. Please contact us at [volunteers@acmi.net.au](mailto:volunteers@acmi.net.au) or 03 8663 2414 to discuss making adjustments to the recruitment process for your accessibility needs.

<b>Position Type</b>	Volunteer
<b>The Position</b>	Visitor Experience (VX) Volunteer
<b>Team &amp; Unit</b>	Visitor Experience; Experience & Engagement
<b>Reports to</b>	VX Supervisors
<b>Further information</b>	In agreement with the participating volunteer, scheduled on a weekly (weekday) or fortnight (weekends) basis for approximately 3.5 – 4.5 hours
<b>Duration</b>	In agreement with the participating volunteer, an initial 6 month period, spanning winter / spring programming May – Oct 2026
<b>Position Purpose</b>	
<p>The Visitor Experience team at ACMI is passionate about what we do and takes pride in engaging visitors with the exciting and diverse range of programming on offer. We are “people people” who bring a positive and energetic approach to our roles.</p> <p>The Visitor Experience (VX) team is responsible for operational delivery across ACMI’s broad sweep of public facing programs. ACMI’s large Volunteer Program sits within the VX team, and volunteers work closely with VX Guides on a day-to-day basis.</p> <p>VX Volunteers scheduled on weekdays also work closely with the Education team. The Education team aims to create knowledgeable, passionate and critically aware audiences and creators by increasing access to diverse and appropriate screen, digital and media literacy content and experiences.</p> <p>Reporting directly to a team of VX Supervisors, VX Volunteers assist with hosting, gallery invigilation, the delivery of talks, tours and introductions to visiting groups as required, ushering, and the provision of a consistently exceptional visitor experience. From time to</p>	

time, VX Volunteers may be invited to assist in other areas of ACMI.

### **Key Accountabilities**

1. Assist in providing excellence in customer service and demonstrate ACMI's values, proactively and with genuine enthusiasm, ensuring a consistently first-rate experience for all visitors to ACMI.
2. Embody the ACMI Brand in your engagement with our visitors; meet and greet school groups, deliver introductions, talks and tours of the exhibitions, as required.
3. Engage with visitors to ACMI to assist in providing guidance and information regarding programs, exhibitions and facilities available to ensure a consistent, positive and enjoyable experience for all visitors.
4. Assist in actively promoting ACMI's offers, provide assistance and information to visitors relating to memberships and tickets.
5. Generously assist visitors with first level enquiries and issues and, where necessary, competently direct visitors to various resources for further information.
6. Follow OH&S and security measures.
7. Assist visitors with a range of needs.

### **Selection Criteria**

1. Experience in assisting to deliver high quality customer service with a focus on front of house operations.
2. Well-developed communication and interpersonal skills, with the ability to engage members of the public and education audiences by presenting a working knowledge of exhibition concepts to enhance the visitor experience.
3. Ability to deliver talks and tours to groups including school groups.
4. Ability to work flexibly and collaboratively in a diverse visitor experience team, together with the capacity to learn and apply new skills, processes and procedures.
5. Ability to operate calmly and effectively in an environment of high visitor volumes, while following OH&S and security procedures.
6. Ability to provide an energetic and proactive service to visitors

### **Specific position requirements**

- Applicants are required to be 18 years or older
- Complete a Volunteer Application form
- Applicants who are selected from the online application form process are required to:
  - Attend an Interview (or similar meeting)
  - Complete a Volunteer Agreement
  - Obtain or update a Working with Children Check
  - Attend Orientation Training including Child Safety training

- Participate in Visitor Experience Volunteer training modules
- Complete a volunteer first day induction
- Ongoing training as required to carry out the role
- An ability to speak language/s in addition to English would be beneficial

**Benefits to volunteers include:**

- Being part of ACMI and contributing to the community
- Gaining a range of experience in a cultural organisation
- ACMI Membership
- Complimentary access to ACMI programmed film screenings
- Ongoing Training and Development
- Recognition rewards at hours milestones and for special achievement
- Previews of exhibitions and special events at ACMI
- Volunteer events throughout the year including National Volunteer Week and International Volunteer Day
- Seasonal and other engagement opportunities as they arise

**Key Stakeholders**

<b>Internal</b>	VX Supervisors; Experience, Product & Digital team; Brand & Marketing; Festival & Events team; Education Programs and other programming areas
<b>External</b>	General Public Visitors, Primary and Secondary Schools, Universities

**Child Safe Organisation**

ACMI is deeply committed to the safety and wellbeing of all children visiting, engaging and working with us and to creating and maintaining a child safe environment. ACMI recognises, respects and promotes children’s rights and takes all necessary steps to prevent and protect children from physical, sexual, emotional, psychological, cultural abuse and neglect.

ACMI values diversity and has zero tolerance for child abuse. ACMI will not tolerate discriminatory practices.

**About position descriptions**

As ACMI evolves to meet the changing needs of national and global communities, so will the roles required of all its volunteers evolve. Position descriptions are a guide to the duties needed to undertake a position successfully.