Volunteer Virtual Reality Assistant Position Description

The Position	Virtual Reality Assistant
Reports to	Volunteer Program Staff Public Programs and Education Staff
Division, Work Group	People and Engagement, People and Culture
Location	Melbourne Museum

Primary focus of this position
The primary focus of this position is to warmly welcome and provide direction to engage with the virtual reality experience. Virtual Reality Assistants play an important part in enhancing the visitor experience. They help visitors to engage and be fascinated by the experience, inspiring them to look further.

Duties
In pursuing the primary focus of the position, Virtual Reality Assistants are required to:
- Greet and acknowledge visitors to the space in an open and friendly manner
- Assist with fitment of virtual reality equipment
- Provide assistance to participants throughout the session
- Assist with equipment maintenance
- Assist with visitor management
- Be available and responsive to visitors' questions and requirements
- Give visitors the opportunity for personal interaction
- Provide visitors with an orientation of the space and help them to feel comfortable
- Provide an opportunity for feedback
- Draw attention to anything of importance the visitor might not be aware of
- Have a general understanding of the Museum's services, facilities, procedures and processes
- Know the appropriate lines of communication when dealing with the visitor queries and comments
- To continue to develop knowledge through training sessions and self-directed learning
- As a volunteer you are not responsible for assisting with first aid, complaints, lost children or emergency situations. In all these cases defer to a staff member.

Skills and Qualities
To effectively achieve the purpose of this position, the following attributes are required:
- The willingness and ability to engage with visitors and communicate at all levels.
- Good general knowledge and understanding of the subject matter and a willingness to build upon knowledge in a self-directed way
- Ability to respond to the needs of children, adults, international visitors and other specific groups.
- Support diversity and inclusion amongst our visitors
- A proactive approach to the use of their voluntary shift time
- Enthusiasm: Visitors respond to the Assistant's attitude towards their role.

Physical Requirements
- Talking, standing, walking, reaching and bending.

Physical Environment
- Melbourne Museum Learning Lab Studio. May include exposure to lighting effects, low lighting and loud noises.

Role Specific Health, Safety and Wellbeing Considerations
- Follow general volunteer uniform guidelines and the Museums Victoria Dress Code Policy. Please wear comfortable, enclosed shoes.

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Time Considerations

- Shifts are usually 2:45 hours long. These times are negotiable and can be changed if discussed with a volunteer program staff member. If doing a double shift, Volunteers are entitled to a 30-minute break between the end of the first shift and the commencement of the next shift. This is in addition to any other required breaks.

Training Requirements

- Role introduction by Museums Victoria staff.
- Self-directed learning. Including information provided in the galleries, Ask us, MV Collections online and MV Websites.