**Position Description**

|  |  |
| --- | --- |
| **Title** | **Retail and Administration Officer** |
| **Reporting to** | Cultural Programs & Arts Centre Manager |
| **Salary Range** | $65,603.20 to $69,160.00 |
| **Liaises with** | All employees, suppliers and clients |
| **Type of Position & Hours of work** | Full Time  Monday to Friday  8:00am to 4:30pm and 3:30pm on Fridays |
| **Position Summary** | The role of the Retail and Administration Officer is to provide the Cultural Programs & Arts Centre Manager and the rest of the team at Nyinkka Nyunyu with overall administration support and to coordinate the retail operations at the Nyinkka Nyunyu Art and Cultural Centre. The administration support includes answering phones, managing records, ordering supplies and maintaining financial paperwork for submission to the finance team. This position will be the first point of contact for all general enquires and customer service.  This position will assist the Cultural Programs & Arts Centre Manager to lead and direct business to be an industry leader. Assist the Cultural Programs & Arts Centre Manager to provide effective leadership and be accountable for quality customer service in line with Julalikari Council Aboriginal Corporations Vision, Mission Statement and core objectives in accordance with relevant funding streams. |
| **Essential Criteria** | * Demonstrated Office Administration skills and attention to detail; * Experience in managing databases, correspondence, record keeping and customer service; * An ability to develop and establish efficient administrative processes and be proactive in initiating and implementing solutions; * Highly developed communication skills (both verbal and written) and interpersonal skills; * Demonstrated cross-cultural competence and understanding of the issues affecting Indigenous people in contemporary Australian society; * Demonstrated ability to work autonomously of as a member of a dynamic team; * Ability to exercise initiative and meet deadlines; * High level of computer literacy; * Current NT driver’s licence or an ability to obtain one; * Current National Police Clearance or an ability to obtain one; and * Working with Children’s Clearance or an ability to obtain one. |
| **Desirable Criteria** | * Demonstrated arts/gallery office administration skills; and * Knowledge of the Arts Industry and an established network within the industry. |
| **Key Attributes** | * Ability to follow Policy and Procedures * Punctuality * Ability to carry out essential daily tasks * Ability to follow instruction * Willingness to learn * Ability to work autonomously and as a member of a team * Demonstrate initiative and be proactive * Critical thinking and complex problem solving * Motivated for business development * Commitment to efficiency * Excellent customer service etiquette * Attention to detail * An understanding of Work Health and Safety and risk management |

|  |  |
| --- | --- |
| **Document ID** | 159 |
| **Version** | 1.000 |
| **Review Date** | 13/07/2022 |

*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3, 4 & 5) will be used to assess my performance in this position.*

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_