**Position Description**

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| **Title** | **Retail and** **Administration Support Officer** |
| **Reporting to** | Cultural Programs and Arts Centre Manager |
| **Salary** | $27.15 per hour |
| **Liaises with** | All employees, clients and community members |
| **Award** | Amusement, Events and Recreation Award – Grade 2 |
| **Type of Position & Hours of work** | Casual, up to 21 hours per week. |
| **Position Summary** | This role is the first point of contact for general enquiries and customer service at the Nyinkka Nyunyu Art and Culture Centre. It also provides the overall administrative support, including answering phones, managing records, ordering supplies, drafting quotes and invoices.  Tasks include:   * Greet guests upon entry and providing excellent customer service. * Point of sale for retail shop * Keep records of visits, sales, and other operational data. * Process incoming/outgoing invoices and provide to the finance department for payment. * Assist the Centre to prepare quotes for items to be purchased. * Answer phones, reply to emails and handle walk-in enquiries. * Assist the Centre with ordering supplies. * Maintain a filing system. * Maintain office security and control access. * Keep retail space, gallery, outdoor areas and facilities in a clean and well-maintained condition. * Other reasonable duties as directed by Cultural Programs and Arts Centre Manager. |
| **Essential Criteria** | * Previous experience in a similar retail administration role. * Experience with Microsoft Office software, Word and Excel in particular, with word processing and data entry skills. * Sound knowledge of administrative systems and procedures or an ability to quickly learn. * Sound written communication skills with good attention to detail. * Effective verbal communication skills with the ability to liaise with a diverse range of people. * An ability to prioritise, organise and complete tasks within specific timeframes. * An ability to work in a team environment or individually if required. * A current Drivers Licence or an ability to acquire. * A current National Police Certificate and a current Ochre Card (Working with Children) or an ability to acquire. |
| **Desirable Criteria** | Previous experience working in an Art Centre Environment  An understanding of Warumungu history and culture |
| **Key Attributes** | * Friendly and approachable. * Excellent communication skills. * Ability to work autonomously as well as part of a team. * Must be a fast learner. * Ability to multitask. * Have an interest in Indigenous art and culture. |

*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) 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position Description – Key Performance Indicators**

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| **Retail and** **Administration Support Officer** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
| **Programs** | |
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| **Administration** | |
| Answer phones, reply to emails and handle walk-in enquiries. | Customer satisfaction |
| Assist the Centre with ordering supplies. | Shop is stocked accordingly |
| Process incoming/outgoing invoices and provide to the finance department for payment. | Record keeping through SAM and personal filling system |
| Keep records of visits, sales, and other operational data. | Timely, accessible and appropriate records of visits, sales, and other operational data recorded and filed. |
| **General** | |
| Point of sale for retail shop | Records through SAM |
| Greeting guests upon entry and providing excellent customer service | Guest feedback |
| Maintain office security and control access. | Follow opening/closing procedures |
| Keep retail space, gallery, outdoor areas and facilities in a clean and well-maintained condition. | Workspaces and retail areas kept clean and well-maintained |
| **Teamwork** | |
| Display integrity and ethics consistent with role within JCAC | Strong work ethic is observed including respect for management, peers and direct reports |
| Develop and maintain networks and partnerships with relevant government agencies, cultural organisations and service providers. | Demonstrated relationships in all areas of work |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees and clients | Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy |
| Promotion of JCAC culture and values | Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation |
| **Training** | |
| Completion of course objectives via SAM Learning Portal | SAM user profile will show completed courses |
| Attend training as requested | Attend paid and unpaid training |
| Manage employees to deliver strategic and operational objectives, including staff development | Compliance with JCAC policies and procedures and the Strategic Plan |
| **Work Health & Safety** | |
| Follow all Work Health & Safety (WHS) policies and procedures and ensure employees & I operate safely and efficiently at all times | Relevant forms and reports submitted to Executive Manager Community Services within 48 hrs of request |
| Adhere to the vehicle use policy | No breaches of the vehicle use policy are observed |
| Attend toolbox meetings and regular WHS briefings | Meetings attended and participated in |
| Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs | Forms completed within 12 hours of incident and 24 hours of hazard/ near miss |
| Complete Safe Work Method Statement (SWMS) and Job Safety Analysis’s (JSA). | As required and in line with JCAC Policy and Procedures |
| Implement and maintain the Workplace Health and Safety System | Implemented and maintained |
| Conduct/participate in annual internal audit and management reviews on the all Quality Management Systems | Complete in a timely manner and in line with JCAC policy and procedure. |

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| **Document ID** |  |
| **Version** |  |
| **Review Date** |  |