

**POSITION DESCRIPTION**

<b>The Position:</b>	Casual Visitor Services Officer
<b>Reports to:</b>	Visitor Services & Volunteer Program Manager
<b>Division, Work Unit:</b>	Commercial Operations, Visitor Services Team
<b>Term:</b>	Temporary Casual Role—Rone in Geelong
<b>Salary:</b>	\$26.04 (plus superannuation where applicable)
<b>Location:</b>	55 Little Malop Street, Geelong VIC 3220
<b>Start Date:</b>	Monday 1 February 2021
<b>End Date:</b>	Sunday 16 May 2021
<b>1. Gallery mission:</b>	Geelong Gallery aims to contribute to the life and well-being of the city by operating the best regional gallery in Australia, with strong community engagement based on the excellence of its collection, its creative lifelong learning experiences and innovative exhibitions.
<b>2. Gallery visitor service mission</b>	<p>Geelong Gallery visitor services mission focuses upon providing an exceptional visitor experience for all visitors to the Gallery. We strive to enhance the visitor experience in scope and exceed expectations, leading to repeat visitation and increased word of mouth promotion.</p> <p>We seek to attend to and anticipate all visitor needs, questions and desires. Our organisation prides itself on being inclusive and accessible, availing visitors with accurate and concise information for exhibitions and artwork on display, in a warm and friendly manner. The visitor experience is at the heart of Geelong Gallery's visitor service mission.</p>
<b>3. Primary focus of the position:</b>	<p>Geelong Gallery's Commercial Operations comprise of Visitor Services, the Volunteer Program, Retail, Membership and Events. Commercial Operations are integrated with all other aspects of the Gallery, including its exhibitions and collection, education and public programs, marketing and communications.</p> <p>Reporting to the Visitor Services Manager this role is focused on the implementation of Geelong Gallery exhibition <i>RONE in Geelong</i> (27 February to 16 May 2020). The specific focus of this position is to support the Visitor Services team and generate long term community support of the Gallery by working to advance the best visitor experience at a leading regional Gallery; to ensure visitor satisfaction through the delivery of high-quality, pro-active customer service to physical, telephone and online visitors; and, to assist the Visitor Services Manager to meet the Gallery's Service Mission and the organisation's visitor expectations.</p> <p>This role will directly support industry standards of excellence for the visitor experience with a focus on promoting repeat visitation.</p> <p>The incumbent will report directly to the Visitor Services Manager and will form part of the Visitor Services team under the direction and leadership of the Deputy Director commercial operations and development</p> <p>The temporary casual Visitor Services Officer position is a multitasking role operating in a flexible team environment.</p>
<b>4. Key Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Support the Visitor Services Manager to maintain high standards of service excellence to visitors by assisting in the daily management, procedures and operations of the Gallery's frontline.</li> </ol>

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	<ol style="list-style-type: none"> <li>2. Support the Visitor Services Manager by working alongside volunteer team members, interns and students in a cooperative and respectful way.</li> <li>3. Support Gallery administrative needs and tasks as directed by other Gallery staff.</li> <li>4. Accurately and promptly take event, education and guided tour booking details and, as instructed, make necessary arrangements in a timely manner.</li> <li>5. Support the Visitor Services team by assisting to operate prompt and efficient ticketing across exhibitions and events; provide clear and concise information regarding the Gallery to visitors; promote shop sales and Gallery membership; perform daily reconciliations and keep a clean and safe working environment; and, report on visitor feedback to the Visitor Services Manager.</li> <li>6. Support the Visitor Services team by adhering to relevant policies and procedures.</li> <li>7. Support all Gallery Public Program or Venue Hire events through assisting in all aspects of set-up and pack down, and supporting catering services as required.</li> <li>8. Maintain vigilance and enforce regulations governing the protection and security of works of art, the public and staff across the entire site, including opening up and locking down and safety and security protocols.</li> <li>9. In the event of an emergency, support the Gallery's emergency and first-aid response.</li> <li>10. Assist in all duties related to the presentation of the Gallery during opening hours, and providing a clean and safe working environment for all staff and volunteers.</li> <li>11. Maintain current knowledge of Gallery exhibitions and events, key knowledge of Shop merchandise, fundraising activities and membership information.</li> </ol>
<p><b>5. Professional practice</b></p>	<ol style="list-style-type: none"> <li>1. Contribute to and support the Geelong Gallery mission, and participate in organisational initiatives and activities as required, including ensuring a safe and healthy environment for colleagues, visitors and stakeholders.</li> <li>2. Contribute to and support the Geelong Gallery's visitor service mission by providing an outstanding visitor experience.</li> <li>3. Participate in Geelong Gallery's corporate life including, where possible, attendance at and assistance with openings, stakeholder events and other after-hours programs as required.</li> <li>4. On occasion to perform other duties or undertake special projects in addition to the above key responsibilities as deemed appropriate.</li> </ol>
<p><b>6. Key selection criteria</b></p>	<p>The successful candidate must possess the following attributes in order to perform well in this role:</p> <ol style="list-style-type: none"> <li>1. Demonstrated experience in a customer service and retail environment.</li> <li>2. Experience in monitoring personnel and artwork security and overseeing site security and risk management.</li> <li>3. Demonstrated experience in negotiation and communication skills with visitors, volunteers and other team members, and key stakeholders.</li> <li>4. Demonstrated experience and skills in the use of systems related to ticketing, bookings and point of sales systems.</li> <li>5. Demonstrated ability to deliver corporate and individual goals on time.</li> <li>6. Demonstrated experience in recording accurate bookings for events and guided tours.</li> <li>7. Demonstrated experience in assisting to prepare for and present corporate events as part of a team.</li> </ol>

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	<p>8. Demonstrated experience participating successfully as a member of a small team.</p> <p>9. Excellent computing skills, including knowledge of MS Office, MS excel, and ability to learn new software applications relating to ticketing and POS.</p> <p>10. Demonstrated written and oral communication skills.</p>
<p><b>7. Other relevant skills, knowledge &amp; experience:</b></p>	<p>The successful candidate should also have:</p> <ol style="list-style-type: none"> <li>1. Genuine interest in working within the not-for-profit sector and/or the arts industry.</li> <li>2. First aid, Responsible Service of Alcohol, and fire warden qualifications desirable.</li> <li>3. Well-developed interpersonal skills.</li> <li>4. Highly organised with a flexible approach when dealing with competing priorities.</li> <li>5. An appreciation for cultural diversity and an ability to work with people from diverse backgrounds.</li> </ol>
<p><b>8. Other relevant information:</b></p>	<ul style="list-style-type: none"> <li>• Weekday and weekend hours between 9am-5pm and after-hours work as required.</li> <li>• The successful applicant will be required to undergo security clearances performed by the Victorian Police Records Check and be required to hold a current Working with Children Check.</li> <li>• Geelong Gallery is an Equal Opportunity Employer and operates a smoke-free work environment.</li> <li>• Geelong Gallery is a welcoming workplace and encourages people with disabilities to apply. If you think you could be a good addition to our team, we'd love to receive your application.</li> </ul>
<p><b>9. About the role statement:</b></p>	<p>This role statement is intended to provide an overall view of the role but in addition to this document, the specifics of the role will be described in business work plans.</p>

**Closing date: Monday 7 December, 5.00pm**

Applications should include a covering letter addressing the Key Responsibilities and additional paragraphs addressing the Key Selection Criteria of the Position Description. **Applications should be submitted to the attention of Ally Deam, Visitor Services Manager at [ally@geelonggallery.org.au](mailto:ally@geelonggallery.org.au) or**

Human Resources  
 Att: Ally Deam  
 Geelong Gallery  
 55 Little Malop Street  
 Geelong VIC 3220

Confidential telephone conversations to discuss this role can be arranged with **Ally Deam, Visitor Services Manager at [ally@geelonggallery.org.au](mailto:ally@geelonggallery.org.au)**