

<b>The Position:</b>	<b>Visitor Services Officer—Events Coordinator Maternity Leave Cover Part-time 0.59FTE</b>
<b>Reports to:</b>	<b>Visitor Services &amp; Volunteer Manager</b>
<b>Division, Work Unit:</b>	Commercial Operations, Visitor Services Team
<b>Term:</b>	9.5 months, Part-time - Fixed term Working days: Tuesdays to Fridays with additional weekend, weekday and after-hours work when required.
<b>Salary:</b>	\$72,391 (Level 2C) Pro-rated to 0.59 = \$43,054 plus 11.5% superannuation
<b>Location:</b>	55 Little Malop Street, Geelong VIC 3220
<b>Start Date:</b>	Tuesday 25 March 2025
<b>End Date:</b>	Friday 9 January 2026
<b>Location:</b>	55 Little Malop Street, Geelong VIC 3220
<b>1. Gallery Purpose:</b>	Geelong Gallery's purpose is to provide an experience of art that will enrich people's lives.
<b>2. 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>3. Gallery visitor service mission</b>	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.  We seek to attend to and anticipate all visitor needs, queries, and feedback. Our organisation prides itself on 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.
<b>4. Primary focus of the position:</b>	Geelong Gallery's Commercial Operations comprise Visitor Services, the Volunteer and Guides Program, Retail, Membership, Sponsorship, and Events. Commercial Operations are integrated with all other aspects of the Gallery, including its exhibitions and collection, education and public programs, as well as marketing and communications.  Reporting to the Visitor Services & Volunteer Manager, the specific focus of this position is to support the Visitor Services team by ensuring visitor satisfaction through the delivery of high-quality, pro-active customer service.  As Events & Bookings Coordinator, the incumbent will coordinate the booking, communication and statistical recording of all Gallery events, in consultation with the Visitor Services & Volunteer Manager, Learn and Audience Engagement Manager and Philanthropy and Partnerships Manager.  This role will directly support industry standards of excellence for the visitor experience with a focus on promoting repeat visitation and maintaining a relationship with vendors and stakeholders.  The Events & Coordinator is responsible for providing Responsible Service of Alcohol.

	<p>The incumbent will report directly to the Visitor Services &amp; Volunteer Manager and will form part of the Visitor Services team under the direction and leadership of the Deputy Director &amp; Chief Operating Officer.</p> <p>The Visitor Services Officer position is a multitasking role operating in a flexible team environment.</p>
<p><b>5. Key Responsibilities</b></p>	<ol style="list-style-type: none"> <li>1. Support the Visitor Services &amp; Volunteer 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> <li>2. Support the Visitor Services &amp; Volunteer Manager by supervising volunteer team members and interns/students and assigning related and appropriate tasks.</li> <li>3. Support Gallery administrative needs and tasks as directed by other Gallery staff.</li> <li>4. As a key member of the Visitor Services team, operate prompt and efficient ticketing across exhibitions and events; provide clear and concise information regarding the Gallery to visitors; record all visitation and event statistics accurately; promote Gallery membership; perform daily reconciliations; keep a clean and safe working environment; and, report on visitor feedback to the Visitor Services &amp; Volunteer Manager.</li> <li>5. Support the Visitor Services team by adhering to relevant policies and procedures.</li> <li>6. Act as the first point of contact for all online, email and telephone venue hire enquiries, ensuring friendly and prompt customer service.</li> <li>7. Coordinating run sheets, logistics and delivery of: <ol style="list-style-type: none"> <li>a. Venue Hire</li> <li>b. Openings and Exhibition related programs produced by the Curatorial and Learn &amp; Audience Engagement teams</li> <li>c. Fundraising events including Annual Geelong Gallery Gala and Foundation Dinner</li> <li>d. Hitchcock Society and related bequest events</li> </ol> </li> <li>8. Support all Gallery Public Program or Venue Hire events through assisting in all aspects of set up and pack down and supporting catering service as required.</li> <li>9. Coordinate, liaise with and support catering service.</li> <li>10. Working with the Visitor Services and Volunteer Manager, manage staff resource requirements.</li> <li>11. 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>12. In the event of an emergency, have the ability to support the Gallery's emergency and first-aid response.</li> <li>13. 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>14. Maintain current knowledge of Gallery exhibitions and events, key knowledge of Shop merchandise, fundraising activities and membership information.</li> </ol>
<p><b>6. 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> </ol>

	<ol style="list-style-type: none"> <li>3. Participate in Geelong Gallery's corporate life including 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>
<b>7. Key selection criteria</b>	<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 an events, customer service, hospitality or 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 managing a calendar of events and programs.</li> <li>7. Demonstrated experience in planning and delivery of public, private or corporate events.</li> <li>8. Demonstrated experience in development of event and program run sheets.</li> <li>9. Demonstrated experience in the set up and pack down of events and programs, abiding by Occupational Health and Safety regulations.</li> <li>10. Demonstrated experience participating successfully as a member of a small team.</li> <li>11. Excellent computing skills including knowledge of MS Office, MS excel and ability to learn new software applications.</li> <li>12. Demonstrated clear and articulate written and oral communication skills.</li> </ol>
<b>8. Other relevant skills, knowledge &amp; experience:</b>	<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, RSA, food handling 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>
<b>9. Other relevant information:</b>	<ul style="list-style-type: none"> <li>• The successful candidate will be subject to a six-month probationary period.</li> <li>• Office hours are 9:00am to 5:30pm Tuesdays, 12:30pm to 5:30pm Wednesdays to Fridays, with additional weekend, weekday and after-hours work when required.</li> <li>• The successful applicant will be required to undergo security clearances performed by the Victorian Police Records Check and will be required to hold a current Working with Children's Check,</li> <li>• Geelong Gallery is an Equal Opportunity Employer and operates a smoke-free work environment.</li> </ul>
<b>10. About the role statement:</b>	<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>