

## Position Description

Position	<b>Retail Assistant</b> Part-time, 12 months fixed contract
Reports to	Centre Manager
About Louis Joel Arts & Community (LJAC)	Louis Joel Arts & Community provides a dynamic and community owned multi-functional meeting place that encompasses a broad range of activities supporting the arts and our community. The Centre is utilised for events and workshops and we welcome volunteers to connect and contribute to the community. The Louis Joel Gallery hosts art exhibitions which turnover every 2 – 3 weeks, providing opportunities for artists and creatives and for visitors to purchase original artwork. The Gallery Shop stocks creations by local artists, which are sold on a commission basis.
About the position	<ul style="list-style-type: none"> <li>• Professionally operating point of sale system and stock database system, processing sales precisely and undertaking the reconciliation of daily takings and completion of associated documentation.</li> <li>• Responding to all customer enquiries, including face to face, telephone and email. Processing mail orders, special orders, internet order and assisting with stock transfer procedures in a timely and accurate manner.</li> <li>• Monitoring floor stock and replenish as appropriate. Ensuring displays are well maintained and assisting with visual merchandising and changeovers.</li> <li>• Taking responsibility for the opening and closing procedures, customer refunds and exchanges and general daily funning of the Sunday Business.</li> <li>• You will be part of the LJAC team employed by the Hobsons Bay Community Advancement Co-operative. * add further information ohere).</li> <li>• You will be responsible for providing service excellence to the customers and visitors to LJAC on Sundays, this includes greeting, and acknowledging customers and engaging and providing accurate information.</li> <li>• You will play a vital role in building customer-relationships, developing our retail, and scaling the business by driving strong results.</li> <li>• You will work independently and closely with LJAC team to deliver focused business goals, facilitate communications collaboratively across the team and manage exhibitions, gallery sales and events.</li> </ul> <p>This is a newly created role is funded for 12-months to extend the hours and footprint of Louis Joel Gallery &amp; Shop. The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>- increase accessibility and visibility of Louis Joel Gallery, including exhibitors and creators featured in the Centre</li> <li>- increase revenue</li> </ul>

	<ul style="list-style-type: none"> <li>- increase our reach to locals and visitors to Hobsons Bay as a destination.</li> </ul>
Responsibility	Delivery of all operational and management areas as outlined in the Key Duties in accordance with policies and procedures and agreed quality standards.
Accountability	<p>The role is accountable for supporting all areas of reception and administration support in accordance with the agreed quality standards and identified outcomes.</p> <ul style="list-style-type: none"> <li>• Day-to-day gallery operations, including management of all aspects of customer sales, client relationships and orders, logistics, invoicing, database management and events. And all communications relating to administration and organisation for the LJAC team.</li> <li>• Presentation of the art gallery, management of administrative tasks, and liaison with represented artists and customers.</li> </ul>
Qualifications & Experience	<ul style="list-style-type: none"> <li>• Relevant point of sales experience</li> <li>• Demonstrated understanding and commitment to the delivery of high-quality customer service coupled with a proven sensitivity to the requirement of diverse audiences and an ease with assisting people with disabilities.</li> <li>• Committed to delivering high quality outcomes for the customers and visitors.</li> <li>• Demonstrated teamwork skills being able to collaborate, share information, co-operate, and work well with others to pursue team and Board of Management goals.</li> <li>• Knowledge in visual arts is highly advantageous.</li> <li>• Skilled in Microsoft Office Suite.</li> <li>• Attention to detail, strong verbal, and written communication.</li> </ul>
Mandatory requirements	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Working With Children Check</li> <li>• Must be able to work on Sundays from 11am – 3pm</li> </ul>
Key Duties	<p><b>General</b></p> <ul style="list-style-type: none"> <li>- The Centre is always presented in a professional and welcoming manner.</li> <li>- Positive relationships with team, stakeholders and community</li> </ul> <p><b>Gallery and gallery shop</b></p> <ul style="list-style-type: none"> <li>- Artist, customer, visitor, and community liaison</li> <li>- Support sales from gallery and gallery shop</li> <li>- Gallery Shop curatorial support.</li> <li>- Gallery Shop merchandise display</li> <li>- Identify opportunities to improve gallery shop and implement as approved by</li> </ul>

	<p>manager</p> <ul style="list-style-type: none"> <li>- Production of advertising/information display materials</li> <li>- Supporting seasonal changeover of artists/shop stock</li> <li>- Contribute to development of online shop</li> <li>- Liaise with Gallery Producer</li> <li>- Support events in the Centre open to the public on Sundays</li> </ul> <p>Administration</p> <ul style="list-style-type: none"> <li>- Supporting Centre staff with management of exhibition and gallery shop enquiries.</li> <li>- Follow established systems and protocols.</li> <li>- Contribute to artist and makers database.</li> <li>- Identify opportunities to increase sales through promotion and events.</li> <li>- General reception duties, answering phone, responding to enquiries.</li> </ul>
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> <li>- Increase merchandise in the gallery shop.</li> <li>- Increase sales from gallery and shop.</li> <li>- Increase collaborations with organisations, creatives and community.</li> <li>- Demonstrated contribution to database.</li> <li>- Demonstrated contribution to improvement of processes.</li> <li>- Demonstrated contribution to online sales.</li> </ul>
<p>Physical demands and work environment</p>	<p>Manual handling includes locating safety ladder, climbing ladder, reaching in different directions, arms above head for limited time, lifting, bending and reaching forward.</p> <p>Setting up furniture and preparing tables for launches or events.</p> <p>Office administration at prepared workstation.</p> <p>OH&amp;S guidelines are to be adhered to at all times.</p>
<p>Terms and Conditions</p>	<p>Part-time position (4 hours per week)  <b>Must be available Sundays from 11am – 3pm</b>  <b>\$37.94 per hour</b>          Conditions identified in the Contract of Employment in accordance with Retail employee level 2 and the National Employment Standards. Appointment will initially be for 12-month period, subject to funding. The position is subject to satisfactory completion of a three-month probationary period.</p>