

The Position:	Retail Assistant
Position Number/Classification:	Generic role statement / VPS 1.1
Reports to:	Manager, Retail Operations & Merchandise
Work Unit:	Commercial Operations
Organisation:	National Gallery of Victoria
Location:	NGV Design Store at The Ian Potter Centre: NGV Australia – Federation Square and NGV International - 180 St Kilda Rd Melbourne 3004
Date of Review	May 2016
Vision	Creating an inspiring future: Enriching our understanding of art and life.
Primary focus of the position:	This position is responsible for providing a high level of customer service to NGV Shop patrons.
1. Accountabilities (duties):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Provide service excellence to all internal and external NGV Design Store customers in all areas of NGV retail operations. 2. Operate computerised point of sale system and stock database system, process credit card transaction and assist with the reconciliation of daily takings and completion of associated documentation. 3. As directed, process mail orders, internet orders, prepare stock for sale and assist with transferring and dispatch procedures. 4. Assist with setting up shop displays, ensuring all stock on display is kept in good order and stock levels monitored. 5. Ensure the NGV Design Store counters and all merchandise areas are clean and tidy at all times. 6. Respond to customer inquiries, forwarding customer orders to Shop Supervisor and special orders and inquiries for books and catalogues to Inventory Coordinator for processing. 7. As directed, participate in new shop display setups and barcoding of stock as well as other duties associated with stock. 8. Assist with other duties as required. 9. Contribute to departmental and team goals and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders). 10. Participate and support organisational change initiatives and model NGV values and behaviours.
2. The person – Key Selection Criteria	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. <u>Demonstrated retail experience</u> in a fast paced environment, involving approaching customers and possessing a proven sensitivity to the requirements of diverse audiences. 2. <u>Teamwork</u>: Cooperates and works well with others in the pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others' feelings and ideas and accommodates and works well with the different working styles of others. 3. <u>Drive, commitment and initiative</u>: enthusiastic and committed, demonstrates capacity for sustained effort and hard work, proactive and self-starting, seizes opportunities and acts

	<p>upon them, takes responsibility for own actions and enjoys a vigorous and dynamic work environment.</p> <ol style="list-style-type: none"> 4. <u>Verbal communication</u>: uses a polite and considerate manner when dealing with others, speaks clearly, concisely and explains information and listens to feedback. 5. <u>Flexibility and resilience</u>: adaptable, accepts changed priorities without undue discomfort, open to new ideas, perseveres to achieve goals, even in the face of obstacles and remains calm and in control under pressure. 6. <u>Customer focus and service excellence</u>: committed to delivering high quality outcomes for patrons, listens to customers and actively seeks to meet customer needs, seeks ways to improve services, aims to exceed targets and maintains quality in the face of time pressure. 7. <u>Problem solving</u>: seeks information needed to solve work problems, identifies and proposes practical solutions to problems and implements and adjusts solutions when endorsed by manager.
3. Other relevant skills, knowledge & experience	<ul style="list-style-type: none"> • Must possess a positive can do attitude and be able to demonstrate an even temperament. • Good knowledge of the visual arts would be an advantage. • Experience with POS. • Relevant bookshop experience not necessary but an advantage.
4. Key Relationships	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> • Manager Retail Operations and Merchandise • Shop Supervisor; • Product Development Coordinator; • Inventory Manager and Assistant; • Other members of the retail team.
5. Other relevant information	<ul style="list-style-type: none"> • The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment. • Hours of duty will be according to work unit requirements. • You will be required to wear a uniform of either all black or an NGV provided T-shirt or shirt. • All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security & Environment Inductions. • It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time. • The NGV requires all employees to have an understanding of its Risk Management Framework. • Conditions of employment are pursuant to the NGV's Enterprise Agreement. • All new appointments are subject to a three-month probationary period which may be subject to review.
6. About the role statement	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>

7. Manager Authorisation	Name : _____ Signature : _____ Date : _____
8. Employee Acceptance	Name : _____ Signature : _____ Date : _____