



ROLE STATEMENT

THE POSITION:	CUSTOMER SERVICE OFFICER (AUDIENCE ENGAGEMENT)
POSITION NUMBER/CLASSIFICATION:	VPS 2.1
REPORTS TO:	Audience Engagement Operation Coordinator
WORK UNIT:	Audience Engagement
ORGANISATION:	National Gallery of Victoria
LOCATION:	180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW	April 2019
VISION	Creating an inspiring future: enriching our understanding of art and life.
PRIMARY FOCUS OF THE POSITION:	<p>Provide high level customer service in line with NGV customer service standards assisting the Audience Engagement team.</p> <p>The NGV is a seven day operation and this role will be required to work on a roster which includes weekends and evening work, as required.</p>
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Support the NGV Audience Engagement team by providing exceptional customer service for all visitors. 2. Provide a welcoming and engaging environment for all visitors, in particular children and their families, in a respectful and encouraging manner. 3. Operate the NGV Ticketing & CRM system to sell exhibition tickets, memberships and multimedia guides, processing cash and credit card transactions in a busy environment. 4. Oversee the use of exhibition equipment and multimedia, and assist with the delivery of participatory exhibitions and installations. Maintain work areas in a neat and orderly manner. 5. Assist the Senior Project Officer (Audience Engagement), with the set-up, maintenance and facilitation of the NGV Kids gallery space throughout the day. 6. Build and maintain supportive working relationships within the organisation. 7. Maintain consistent and appropriate dialogue between management and colleagues regarding issues arising from the daily operation. 8. 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). 9. Ensure that records are created and managed according to the Records Management policy and procedures.



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	<p>10. Participate in and support organisational change initiatives and model NGV values and behaviours.</p>
<p>2. THE PERSON – KEY SELECTION CRITERIA</p>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. A current Working with Children Check, or the ability to obtain one. 2. <u>Service Excellence and Customer Focus:</u> enthusiastic and committed to deliver quality customer service, this includes listening and actively seeking to meet the needs of the customer, seeking ways to improve service, demonstrating a capacity for sustained effort, hard work and high personal standards. Cooperates and works well with others in the pursuit of team and departmental goals. listens to customers, actively seeks to meet customer needs, seeks ways to improve services and committed to delivering high quality outcomes for clients 3. <u>Communication Skills:</u> exceptional verbal communication skills, with the ability to clearly explain information, receive feedback, maintain a polite and considered manner when assisting others. A proven sensitivity to the requirements of diverse audiences. 4. <u>Change Management:</u> understands and actively supports changes, is adaptable and open to new ideas, contributes suggestions, accepts constructive feedback in an objective manner, demonstrates flexibility and adapts to last minute changes, remains calm and in control under pressure. 5. <u>Problem Solving:</u> seeks information needed to solve problems, inspires trust by treating all individuals fairly, identifies and proposes practical solutions and acts in a manner that is consistent with the NGV's code of conduct. 6. <u>Conflict Management:</u> maintains consistent and sensible patterns of behaviour under pressure, listens to and consider others points of view, constructively communicates concerns and issues and is solution focussed. 7. <u>Drive and commitment:</u> demonstrates capacity for sustained effort and hard work, takes responsibility for own actions, accepts changed priorities without undue discomfort, adaptable, remains calm and in control under pressure and enjoys a vigorous and dynamic work environment. 8. <u>Relationship building and teamwork:</u> establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations, builds trust through consistent actions, values and communications, cooperates and works well with other in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others.
<p>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</p>	



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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">• Team Leaders (Audience Engagement),• Audience Engagement Operations Coordinator,• Front of House Manager,• Curator of Children’s Programs,• Senior Project Officer (Audience Engagement),• Other members of the Audience Engagement 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.• This role has been specifically created to meet operational requirements; hours of duty will be according to work unit requirements; this includes weekends, public holidays and late nights.• Staff are required to wear a uniform, which can vary according to the exhibition and NGV requirements.• On occasions you may be required to work in other departments within the gallery.• 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.• In line with the <i>Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015</i>, the National Gallery of Victoria (NGV) is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.• 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.• 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>



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7. EMPLOYEE ACCEPTANCE	Signature: _____ Name: _____ Date: _____
8. MANAGER AUTHORISATION	Signature: _____ Name: _____ Date: _____