



# ROLE STATEMENT

THE POSITION:		RETAIL ASSISTANT
POSITION NUMBER/CLASSIFICATION:	VPS 2.1	
REPORTS TO:	Retail Operations Coordinator	
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	April 2018	
VISION	Creating an inspiring future: enriching our understanding of art and life.	
PRIMARY FOCUS OF THE POSITION:	<ul style="list-style-type: none"><li>• This position is responsible for providing a high level of customer service to all NGV design store patrons.</li><li>• Ensure the NGV design stores are maintained to the highest standard of presentation and cleanliness.</li><li>• Work with the broader Audience Engagement teams and all NGV teams to ensure a seamless and consistent visitor experience.</li></ul>	
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"><li>1. Provide service excellence to all internal and external NGV design store customers in all areas of NGV retail operations. This includes greeting and acknowledging customers, being friendly and engaging whilst providing accurate information. Maintain an awareness of NGV exhibitions, collections and programmes.</li><li>2. Professionally operate computerised point of sale system and stock database system, process sales precisely and undertake the reconciliation of daily takings and completion of associated documentation.</li><li>3. Respond to all customer enquiries, including face to face, telephone and email. Process mail orders, special orders, price and availability searches, internet orders and assist with transferring procedures in a timely and accurate manner.</li><li>4. Monitor floor stock and replenish as appropriate. Ensure displays are maintained, kept clean and assist with shop changeovers and visual merchandising as directed. Participate in annual stocktakes and audits, as required, and assist with the completion of price changes within the department.</li><li>5. Ensure the NGV Design Store counters, all merchandise displays, and storage areas are clean, tidy and stocked at all times.</li><li>6. Maintain consistent and appropriate dialogue between management, staff and colleagues regarding matters arising from the daily operations.</li></ol>	

	<ol style="list-style-type: none"> <li>7. Watch for and recognise security risks and thefts and report them. Maintain familiarity with policies and procedures regarding cash handling and security practices.</li> <li>8. In the absence of a supervisor or part timer, as directed, take responsibility for the opening and closing procedures, and customer refunds and exchanges.</li> <li>9. Undertake appropriate training for specific tasks and activities appropriate to the role.</li> <li>10. Assist with other duties as required.</li> <li>11. Ensure that records are created and managed according to the NGV Records Management policy and procedures.</li> <li>12. 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). Participate in planning and development meetings as required.</li> <li>13. Participate in and support organisational change initiatives and model NGV values and behaviours and be able to support and undertake bigger picture ideals.</li> </ol>
<b>2. THE PERSON – KEY SELECTION CRITERIA</b>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> <li>1. <u>Customer focus and service excellence</u>: committed to delivering high quality customer service, listens to customers and actively seeks to meet customer needs, seeks ways to improve services, aims to exceed targets and maintains quality service in the face of time pressure.</li> <li>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.</li> <li>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 upon them, takes responsibility for own actions and enjoys a vigorous and dynamic work environment.</li> <li>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.</li> <li>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.</li> <li>6. <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 management.</li> </ol>



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<b>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Demonstrated retail experience in a fast paced environment, involving approaching customers and possessing a proven sensitivity to the requirements of diverse audiences.</li><li>• Must possess a positive can do attitude and be able to demonstrate an even temperament.</li><li>• Good knowledge of the visual arts would be an advantage.</li></ul>
<b>4. KEY RELATIONSHIPS</b>	<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"><li>• Manager Commercial Operations; Shop Supervisor; Merchandise Coordinator, Manager, Planning, Books and Publications, Inventory Manager and Inventory Assistant.</li><li>• Part time employees and casual employees.</li><li>• Other NGV staff.</li><li>• All NGV visitors, volunteers and members.</li></ul>
<b>5. OTHER RELEVANT INFORMATION</b>	<ul style="list-style-type: none"><li>• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.</li><li>• Hours of duty will be according to work unit requirements.</li><li>• 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 &amp; Environment Inductions.</li><li>• 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.</li><li>• 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.</li><li>• The NGV requires all employees to have an understanding of its Risk Management Framework.</li><li>• Conditions of employment are pursuant to the NGV's Enterprise Agreement.</li></ul>
<b>6. ABOUT THE ROLE STATEMENT</b>	<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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<b>7. EMPLOYEE ACCEPTANCE</b>	Signature: _____  Name: _____ Date: _____
<b>8. MANAGER AUTHORISATION</b>	Signature: _____  Name: _____ Date: _____