



ROLE STATEMENT

THE POSITION:	CUSTOMER SERVICE TRAINING & DEVELOPMENT COORDINATOR
POSITION NUMBER/CLASSIFICATION:	7061 / VPS 3.1
REPORTS TO:	Front of House Manager
WORK UNIT:	Audience Engagement & Learning
ORGANISATION:	National Gallery of Victoria
LOCATION:	180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW	March 2019
VISION	Creating an inspiring future: enriching our understanding of art and life.
PRIMARY FOCUS OF THE POSITION:	To coordinate customer service training programs, and assist in the development and review of policies, processes and procedures for customer service operations at the NGV to ensure the highest level of service is delivered.
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Coordinate the development, review, implementation and reporting on policies, processes and procedures relating to NGV customer service operations across the areas of Audience Engagement and Learning to ensure continuous improvement. 2. Work with the Front of House Manager to research and develop opportunities to enhance customer service and training, including liaising with staff to ensure a dynamic training program enhances staff awareness and communication of the NGV Collection, exhibitions, programs and other initiatives. 3. Work with senior staff to contribute to the strategic development, planning and ongoing implementation of NGV Service Standards across the organisation. Play a central role in the delivery and evaluation of NGV Service Standards and lead by example by participating in and supporting organisational change initiatives. 4. Coordinate and lead the timely response to customer service inquiries and feedback. 5. Assist in recruitment processes and relevant policy implementation for customer service staff across the areas of Audience Engagement and Learning. 6. 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). 7. Ensure that records are created and managed according to the Records Management policy and procedures.



ROLE STATEMENT

<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. Experience in customer service operations within a major organisation, supplemented by an thorough knowledge of and interest in audience engagement or customer service strategies. 2. <u>Communication skills</u>: is able to use spoken and written language to convey and obtain information, insights and ideas, is able to provide information to a group of people in a formal manner and is able to receive information and insights conveyed verbally; takes steps to confirm a shared understanding about the meaning of the information and insights provided. 3. <u>Research skills</u>: is able to gather information and insights from a variety of sources to produce new knowledge on a specific topic or issue and is able to identify and implement solutions to address difficult situations. 4. <u>Team leadership skills</u>: is able to encourage and coordinate the performance of a group of people so that, collectively, they deliver on agreed outcomes, is able to help others improve their knowledge or skills by providing encouragement, feedback and insights into alternate ways of approaching particular situations. 5. <u>Continuous improvement focus</u>: considers activities, decisions and outcomes from the perspective of making things work better, uses the ultimate purpose of any given endeavour to provide the basis for decision-making and motivation. 6. <u>Collaborative mindset</u>: approaches and considers activities, decisions and outcomes from the perspective of working with others, the client and customer or end-user. 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>	<ul style="list-style-type: none"> • General knowledge of the history of visual arts and understanding of the operations of a visual arts institution or related environment. • A highly motivated person with demonstrable drive and energy in the execution of their work.
<p>4. KEY RELATIONSHIPS</p>	<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"> • Senior staff in the Audience Engagement and Learning department.



ROLE STATEMENT

	<ul style="list-style-type: none"> • Other departments including Security, Fundraising & Events, Assets and Facilities, Finance, Marketing, Governance, Policy, Planning & IT, and Corporate Partnerships.
<p>5. OTHER RELEVANT INFORMATION</p>	<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. • 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.
<p>6. ABOUT THE ROLE STATEMENT</p>	<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>
<p>7. EMPLOYEE ACCEPTANCE</p>	<p>Signature: _____</p> <p>Name: _____ Date: _____</p>
<p>8. MANAGER AUTHORISATION</p>	<p>Signature: _____</p> <p>Name: _____ Date: _____</p>