



ROLE STATEMENT

THE POSITION:	CUSTOMER SERVICE OFFICER (AUDIENCE ENGAGEMENT)
POSITION NUMBER/CLASSIFICATION:	6247 / VPS 2.1
REPORTS TO:	Front of House Manager
WORK UNIT:	Audience Engagement & Learning (NGV Members)
ORGANISATION:	National Gallery of Victoria
LOCATION:	180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW	August 2019
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 Members in line with NGV Service Standards and administrative support to assist the operations of the Audience Engagement department.
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 the highest level of customer service at all times. 2. Present relevant and accurate information regarding NGV memberships in a proactive and helpful manner. 3. Ensure all NGV Members are provided with the highest level of service by greeting all with a welcoming manner, checking Membership cards and thanking Members by using their first name. 4. Operate the NGV Ticketing & CRM system to sell exhibition tickets, program bookings, process new Memberships, and renew Memberships. 5. Set up and pack up of NGV Members Lounges, including end of day cleaning and restocking and overseeing volunteers to ensure spaces are tidy. 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. 8. Participate in 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>Service Excellence</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.



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	<p>Cooperates and works well with others in the pursuit of team and departmental goals.</p> <ol style="list-style-type: none"> 2. <u>Communication Skills</u>: exceptional verbal and written communication skills, with the ability to clearly explain information, receive feedback, maintain a polite and considered manner when assisting others. Proven ability to prepare letters, emails using clear and grammatically correct language and organise information in a logical manner. A proven sensitivity to the requirements of diverse audiences. 3. <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. 4. <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. 5. <u>Problem Solving</u>: ability to seek information needed to solve problems, inspire trust by treating all individuals fairly, identify and proposes practical solutions and act in a manner that is consistent with the NGV's code of conduct.
<p>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</p>	<ul style="list-style-type: none"> • Ability to act with diplomacy and maintain confidentiality on all information relating to NGV business. • Possess a flexible and co-operative approach to team work • Knowledge of the visual arts would be an advantage.
<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"> • NGV Members and visitors to the Gallery • Audience Engagement, Facilities and Operations, Security and Information Services.
<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.



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	<ul style="list-style-type: none">• 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	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.
7. EMPLOYEE ACCEPTANCE	Signature: _____ Name: _____ Date: _____
8. MANAGER AUTHORISATION	Signature: _____ Name: _____ Date: _____