

<b>Customer Services Assistant</b>	
Position No:	<b>44607</b>
Position classification:	<b>Band 1</b>
Status:	<b>Casual</b>
Hours per week:	<b>Maximum of 37.5 hours per week</b>
Position revised on:	<b>23 November 2021</b>
Directorate:	<b>Community Development</b>
Business unit:	<b>Arts and Culture</b>
Service area:	<b>Fremantle Arts Centre</b>
Location:	<b>1 Finnerty Street, Fremantle</b>
Reports to:	<b>General Manager</b>
Reporting line:	<b>N/A</b>

### 1 Primary objective(s) of the position

Provide efficient customer service for all visitors to Fremantle Arts Centre (FAC). Effectively deliver the front-line functions across FAC to the highest professional standards within the available resources and in accordance with the City Plan and City of Fremantle Policy and Procedures.

### 2 Duties

#### RECEPTION

- Provide reception and information services to the public
- Manage all general inquiries at reception in person / phone or email
- Deliver administrative support to the internal staff team including but not limited to:
  - Management of phones
  - Word processing
  - Data entry
  - Routine correspondence
  - Web based research
- Actively promote sale of art courses and memberships for FAC
- Actively promote current exhibitions and events
- Cash handling and EFPOS for all course enrolments, memberships and sales
- Coordinating and ordering of all stationery, office consumables and other materials including learning supplies
- Other general administration duties as requested by the General Manager

## FOUND SHOP

- Operate computerised point-of-sale system, process electronic transactions; assist with the reconciliation of daily takings.
- Provide service excellence to all internal and external FOUND customers in all areas of its retail operations.
- Undertake opening and closing procedures for FOUND.
- Ensure a high level of presentation is maintained to FOUND standards at all times which includes regular cleaning of products and shop.
- Respond to all customer enquiries, including face-to-face, telephone and email when necessary. Process all customer orders, special orders, price and availability searches, process mail orders when delegated by manager in a timely and accurate manner.
- Actively promote the “Western Australian focused” mission of FOUND and stay informed of the FAC programming, directing inquiries and expressions of interest for non-shop related programming to the “What’s On Brochure”, FAC reception or website.
- Ensure counter and all counter storage areas are organised, clean and tidy at all times.
- Undertake stock takes as required.
- Assist with other duties as requested by the General Manager

## GALLERY ATTENDANT

- Turn on and turn off / set up and close down exhibitions as required including signage & bollards
- Assist with Learning classes set up as required
- Monitor all galleries and exhibitions while open to the general public ensuring works are appropriately engaged with and not damaged.
- Actively promote current exhibitions and events
- Answer any enquiries about the exhibitions by the general public
- Other general administration duties as requested by the General Manager.

### 3.1 Selection Criteria - Essential

- Experience in the similar or relevant highly customer service-oriented role.
- Excellent interpersonal, oral and written communication skills with proven ability to tailor communications to different audiences
- Demonstrated administrative, organizational and co-ordination skills.
- Experience working within an arts institution
- Experience working in retail
- Ability to work effectively independently
- Ability to use Microsoft Office including Word and Excel
- Current police clearance

### 3.2 Selection Criteria - Desirable

- Relevant tertiary qualification or equivalent experience
- An interest in the arts and cultural sector

- Current WA Drivers Licence

4 Risk Management and Occupational Health and Safety

- Ensure you work safely, complying with all the City’s work health and safety policies and procedures.

5 Other Specific details

Extent of authority	This position operates under broad direction but within limits of City policy and relevant legislative constraints.		
Position has purchasing authority in line with procedure	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>

6 Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager’s signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager’s name: \_\_\_\_\_

As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder’s name: \_\_\_\_\_

Position holder’s signature: \_\_\_\_\_ Date \_\_\_\_\_