

Position Description	
Position Title: Candlemaker	Division: Commercial Operations – Retail Enterprise
Reports To: Manager	Workplace level: Level 2 during training period then increment to level 6 upon successful completion of training.
Loading: Part Time or Casual	Special: Works to a roster with a requirement for some weekend work.
Date Position Created: 27 May 2003	Date Position Reviewed: 19 January 2012

ORGANISATIONAL ENVIRONMENT

The Organisation

Sovereign Hill is Australia's foremost outdoor museum, and enjoys international recognition as such. Sovereign Hill Museums Association is a not-for profit community-based museum organisation that employees 350 people. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Comfort Inn Sovereign Hill, Blood on the Southern Cross (BOSC) and Narmbool.

The Department/Area

The Commercial Operations Department comprises of Merchandising and Small Business, Comfort Inn Sovereign Hill, Narmbool, Front Entrance & Blood on the Southern Cross (BOSC). Our Retail Enterprises are located along Main Street in the outdoor museum and depict shops from the 1850s.

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor's experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do towards our colleagues, our visitors, and all with whom we do business; we will respect each other's dignity and right to privacy; and respect the assets we share in doing our jobs.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums, including respect for the tangible and intangible heritage we collect, research and interpret; for the primary role of museums as places of lifelong learning; and as individuals, work to help and support colleagues, work diligently to complete tasks, and at all times act honestly.

Responsibility

We will be a socially and environmentally responsible business and employer, and a vital partner in the development of our region; and as individuals, take responsibility for our actions and ensure our decision-making is objective, consistent and complies with policy and legislation.

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLE

The Candlemaker is responsible for informing and engaging visitors in a polite and friendly manner whilst assisting the Retail Enterprise Coordinator to maintain the effective running of the Candlemakers on a profitable basis.

KEY WORKPLACE RELATIONS

- Manager Retail Operations
- Manager Retail Environment
- Retail Team Leader
- Retail Enterprise Coordinator – Candlemakers
- Operations Staff
- Duty Managers
- Retail Enterprise Staff

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Candlemakers	<ul style="list-style-type: none"> • Opening retail outlets and prepare shops for business; • Closing shops and accurately reconcile the daily takings; • Provide a safe, accurate and interesting demonstration of the techniques used in the making of candles; • Maintain appropriate shop environment in accordance with shop manuals, descriptions and duty statements; • Interact with, and engage visitors in appropriate manner; • Assist with customer and visitor enquires; • Process customer purchase transactions efficiently and effectively using electronic P.O.S. and appropriate cash handling techniques; • Perform required procedures for credit card facilities; • Assist with visual merchandising and store presentation; • Assist with stocktake when required; • Assist with maintaining adequate stock levels; • Undertake daily cleaning regimes
Customer Service	<ul style="list-style-type: none"> • To work in a team and assist team members as required • Assist with the induction, training and mentoring of new staff as required • Contribute to the enhancement of staff knowledge and skills
Operations	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ➢ The SHMA Code of Conduct ➢ SHMA policies and procedures ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirement • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Foster a culture which values safety as primary consideration in all activities • Any other relevant duties as required.

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Minimum 12 months experience within a retail or customer service environment • Strong performance/presenting skills with the confidence to address large groups of approx. 50 people • Exceptional time management skills with the ability to prioritise • Good communications skills, an outgoing personality and a genuine liking for people • Excellent cash handling and P.O.S skills • Excellent customer service skills • Ability to work across flexible rosters, including weekends, public holidays and school holidays • Knowledge and awareness of, and ability to apply OH&S Standards and procedures

QUALIFICATIONS
<ul style="list-style-type: none"> N/A

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> Police Check Working With Children Check

OTHER
<ul style="list-style-type: none"> Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Richard Berman-Hardman _____ _____ _____
 Director Commercial Operations Signature Date of approval

Janice Shelmerdine _____ _____ _____
 Manager HR & Payroll Signature Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

 Employee Name _____ _____
 Employee Signature Date