

<b>POSITION DESCRIPTION</b>	
<b>Position Title:</b> Customer Service Officer-Retail	<b>Division:</b> Commercial & Operations
<b>Reports To:</b> Manager Retail Triangle & Rosters	<b>Workplace level:</b> Level 2 during training period then upon successful completion of training will increment to level 4
<b>Loading:</b> Casual, Part Time, Full Time	<b>Special:</b> Will be required to be available to work weekends, public holidays and school holidays.
<b>Date Position Created:</b> 10 August 2009	<b>Position Review date:</b> 10 June 2015

## **ORGANISATIONAL ENVIRONMENT**

### **The Organisation**

Sovereign Hill is internationally recognised as Australia's foremost outdoor museum. The Sovereign Hill Museums Association is a not-for profit community-based organisation which includes: Sovereign Hill Outdoor Museum, the Gold Museum, Sovereign Hill Hotel, Blood on the Southern Cross and Narmbool.

### **The Department/Area**

The Commercial and Operations Department comprises of Retail outlets, both internal and external to the Museum, Operations, Sovereign Hill Hotel, Front Entrance & Blood on the Southern Cross (BOSC). The Retail Enterprises at are located along Main Street in the outdoor museum and depict shops from the 1850s, the Gift Shop, Gold Museum & Front Entrance which are located outside of the museum and allow visitors to purchase items before or after entering Sovereign Hill.

## **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.

<b>PRIMARY ROLE</b>
The Customer Service Officer, Retail is responsible for engaging and assisting visitors with enquiries, purchasing decisions and processing sales transactions across the retail outlets both internal and external to the Museum.
<b>DIRECT REPORTS</b>
<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>WORKS CLOSELY WITH</b>
<ul style="list-style-type: none"> <li>Manager Retail Triangle &amp; Rosters</li> <li>Retail Leading Hands</li> <li>Retail Staff</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
Retail	<ul style="list-style-type: none"> <li>• Open retail outlets and prepare shops for business</li> <li>• Close shops and accurately reconcile the daily takings</li> <li>• Maintain appropriate shop environment in accordance with shop manuals, descriptions and duty statements</li> <li>• Interact with, and engage visitors in appropriate manner</li> <li>• Able to describe in limited detail an historical role, era or area of the museum</li> <li>• Obtain and apply a working knowledge of the shops, schools and school holiday booking procedures</li> <li>• Process customer purchase transactions efficiently and effectively using electronic P.O.S. and appropriate cash handling techniques</li> <li>• Provide lunch relief for other staff across the triangle</li> <li>• Perform required procedures for credit card facilities</li> <li>• Inform visitors about all of Sovereign Hill's activities and general tourism activities and locations in the immediate Ballarat district as and when required</li> <li>• Assist with stocktake as and when required</li> <li>• Maintain stock levels as and when required</li> <li>• Immediately notify Manager Retail Triangle &amp; Rosters or Retail Leading Hands of any suspicious behaviour</li> <li>• Undertake daily cleaning regimes</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Ensure work area are presented at optimum levels</li> <li>• Work Cohesively will all team members</li> <li>• Participate in the induction, training and mentoring of new staff members as required</li> <li>• Contribute to the enhancement of staff knowledge and skills</li> </ul>
Operations	<ul style="list-style-type: none"> <li>• Undertake the responsibility of the position to:               <ul style="list-style-type: none"> <li>➢ SHMA policies and procedures</li> <li>➢ The Sovereign Hill Code of Conduct</li> <li>➢ Sovereign Hill Workplace Safety Rules</li> <li>➢ Equal Opportunity and anti-discrimination legislation and requirements;</li> <li>➢ Occupational Health and Safety (OH&amp;S) legislation and requirements</li> </ul> </li> <li>• Participate in annual performance reviews, meetings and staff training and professional development as and when required</li> <li>• Help foster a culture which values safety as primary consideration in all activities</li> <li>• Wear uniform in accordance with guidelines set down by The Sovereign Hill Museums Association</li> <li>• Perform other relevant duties as required</li> </ul>

<b>KEY SELECTION CRITERIA</b>
<ul style="list-style-type: none"> <li>• Experience within a customer service or retail environment is essential</li> <li>• Good communications skills, an outgoing personality and a genuine liking for people</li> <li>• Excellent cash handling and P.O.S. skills</li> <li>• Excellent customer service skills</li> <li>• Ability to work across flexible rosters including weekends, public holidays and school holidays</li> </ul>

<b>QUALIFICATIONS</b>
<ul style="list-style-type: none"> <li>• A certificate II or III in Retail is highly desirable</li> </ul>

<b>REQUIRED LICENCES/CERTIFICATES</b>
<ul style="list-style-type: none"> <li>• Working with children check</li> <li>• Police Check</li> </ul>

<b>SPECIFIC HEALTH AND SAFETY REQUIREMENTS</b>
<ul style="list-style-type: none"> <li>• N/A</li> </ul>

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

## EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Will Flamsteed  
Director Commercial & Operations

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date of approval

Mark Karlovic  
Head People, Performance & Legal

\_\_\_\_\_  
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