

<b>POSITION DESCRIPTION</b>	
<b>Position Title:</b> Merchandise Coordinator	<b>Division:</b> Commercial & Operations – Retail Operations
<b>Reports To:</b> Manager   Merchandise and Retail Development	<b>Workplace level:</b> Level 2 during training period then upon successful completion of training will increment to level 7
<b>Loading:</b> Part Time	<b>Special:</b> Works to a roster. May be required to work an occasional weekend
<b>Date Position Created:</b> 20 March 2015	<b>Position Review date:</b> 26 November 2018

## **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 that includes: Sovereign Hill outdoor museum, the Gold Museum, Sovereign Hill Hotel, AURA and Narmbool.

### **The Department/Area**

The Commercial Operations Department comprises of Retail outlets, both internal and external to the Museum, Sovereign Hill Hotel, Front Entrance, AURA and the Sovereign Hill Inventory Store and Warehouse.

## **ORGANISATIONAL CHARTER**

### **Purpose**

Our purpose when representing 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.

### **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.

### **Responsibility**

We will be a socially and environmentally responsible business and employer.

### **Sustainability**

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

<b>PRIMARY ROLE</b>
The Merchandise Coordinator is responsible for the coordinating and maintaining of Sovereign Hill's merchandise and inventory profile, providing merchandise support through reporting, analysis and maintenance of the database.
<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   Merchandise &amp; Retail Development</li> <li>Inventory Officer</li> <li>Retail Staff</li> <li>Storeperson</li> <li>Delaware North Australia</li> </ul>

<b>JOB TASKS AND RESPONSIBILITIES</b>	
<b>Key result area</b>	<b>Major activities</b>
Merchandise	<ul style="list-style-type: none"> <li>• Champion Sovereign Hill's Inventory Management system</li> <li>• Process purchase orders from REC's and provide accurate feedback to all Sovereign Hill shops as necessary</li> <li>• Assist with purchasing and supplier liaison</li> <li>• Communicate with suppliers and shops regarding delivery timelines and all necessary follow up that is required to complete this responsibility</li> <li>• Purchase shop consumable (sundries) as necessary</li> <li>• Process credits and returns and ensure that appropriate adjustments are made to accounts</li> <li>• Reporting and analysis on sales, margins and other necessary stock reports and liaise and provide accurate feedback to Managers</li> <li>• Create items and monitor database RRP's and margins</li> <li>• Assist in negotiating of costs as required</li> <li>• Oversee stocktakes throughout Sovereign Hill</li> <li>• Support the development of the online and wholesale business of Sovereign Hill branded project</li> <li>• Coordinate all external retail opportunities</li> <li>• Drive company vehicles to offsite retail locations as required</li> <li>• Assist and work with shops to develop strategic planogramming to increase sales</li> <li>• Work with the Inventory Officer to help ensure integrity and accuracy of computer stock control systems</li> <li>• Undertake other projects and tasks as required</li> <li>• Support the Inventory Officer as required</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Ensure work area are presented at optimum levels</li> <li>• Work Cohesively with 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>➢ The 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 and costume in accordance with guidelines set down by The Sovereign Hill Museums Association</li> <li>• Perform other relevant duties as required</li> </ul>

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> <li>• Broad understanding of and experience across a complex retail environment is essential</li> <li>• Experience driving inventory management systems is essential</li> <li>• Willingness to work across all Sovereign Hill Retail Operations is essential</li> <li>• Proven experience in a similar purchasing and inventory management position is essential</li> <li>• Excellent customer service and interpersonal skills, both written and verbal</li> <li>• Ability to develop new systems, processes and procedures</li> <li>• Advanced Microsoft Office Skills</li> <li>• Ability to prioritise and meet deadlines</li> <li>• Strong attention to detail and time management</li> <li>• Able to work autonomously</li> </ul>

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

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

**EMPLOYERS APPROVAL OF POSITION DESCRIPTION**

Will Flamsteed \_\_\_\_\_ Signature \_\_\_\_\_ Date of approval \_\_\_\_\_  
 Director Commercial & Operations

Mark Karlovic \_\_\_\_\_ Signature \_\_\_\_\_ Date of approval \_\_\_\_\_  
 Head People, Performance & Legal

**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