

POSITION DESCRIPTION	
Position Title: Retail Enterprise Coordinator – Clarke Brothers, Grocer	Division: Commercial & Operations
Reports To: Manager Museum Retail Operations	Workplace level: Level 7
Loading: Part Time	Special: Will be required to be available to be rostered to work weekends, public holidays and school holidays.
Date Position Created: 22 August 2006	Position Review date: 6 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. 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.

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.

PRIMARY ROLE
The Retail Enterprise Coordinator – Clarke Brothers, Grocer is responsible for engaging and assisting visitors with enquiries, purchasing decisions and processing sales transactions. They are responsible for developing and providing demonstrations for the Grocers, engaging with visitors and explaining processes and products that were available in the 1850s.

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

WORKS CLOSELY WITH
<ul style="list-style-type: none"> Senior Retail Operations Manager Manager Museum Retail Operations Retail Leading Hands Retail Staff

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Retail	<ul style="list-style-type: none"> • Undertake level 6 duties • Oversee the day to day operations of the store • Carry out major interpretive roles including producing products for internal and external sale <i>eg. Candlemaker, Blacksmith, Gold Pour</i> • Research and develop new roles to an approved theme and apply them in demonstrations • Process paperwork for stock movement and liaise with Merchandise Coordinator on stock orders • Able to source and order goods control and reconcile stock takes • Interact with, and engage visitors in appropriate manner • Assist with customer and visitor enquires • Able to describe and provide in depth explanations of historical roles, era or areas • Apply a working knowledge of the shops, schools and school holiday booking procedures • Responsible for visual merchandising and store presentation
Teamwork	<ul style="list-style-type: none"> • Ensure work area are presented at optimum levels • Work Cohesively with all team members • Participate in the induction, training and mentoring of new staff members as required • Contribute to the enhancement of staff knowledge and skills
Operations	<ul style="list-style-type: none"> • Undertake the responsibility of the position to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation and requirements • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Help foster a culture which values safety as primary consideration in all activities • Wear uniform in accordance with guidelines set down by The Sovereign Hill Museums Association • Perform other relevant duties as required

KEY SELECTION CRITERIA

- Experience within a customer service or retail environment is essential
- Excellent 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 multi-task and attention to detail
- Ability to work across flexible rosters including weekends, public holidays and school holidays

QUALIFICATIONS

- A certificate III or higher in Retail, Tourism or other related discipline is essential

REQUIRED LICENCES/CERTIFICATES

- Working with children check
- Police Check

SPECIFIC HEALTH AND SAFETY REQUIREMENTS

- The incumbent may be required to stand for long periods of time. They will be required to unpack stock, stock shelves, clean shelves and counter tops which may involve using ladders. Manual handling will be a substantive requirement of this position

OTHER

- Must be eligible to work in Australia

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