

Position Description	
Position Title: Retail Enterprise – Gold Pourer	Division: Commercial Operations
Reports To: Manager Retail Operations and Manager Retail Environment	Workplace level: Level 2 during training period then upon successful completion of training will increment to level 7.
Loading: Casual or Part Time	Special: Will be required to be rostered on weekends and public holidays
Position Created Date: 4 December 2003	Position Review Date: 01 February 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 employs 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 Gold Pourer is responsible for assisting the Retail Enterprise Coordinator, Gold Pour with the effective running of the Gold Pour operations. The Gold Pourer must explain and demonstrate to the public how gold is melted and poured and assist with retail sales within the operation.

DIRECT REPORTS

- NIL

KEY WORKPLACE RELATIONS

- Manager Retail Operations
- Manager Retail Environment
- Retail Enterprise Team Leader
- Retail Enterprise Coordinator, Gold Pour
- Retail Staff

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Gold Pour	<ul style="list-style-type: none"> • Open and close Gold Pour and prepare for demonstrations and trading including setting the computer and security cameras for daily operations; • Obtain and apply a sound knowledge of gold pour furnace operations, interact with and engage visitors in a appropriate manner; • Provide interesting and accurate demonstrations of the gold pour including all specified information; • Be constantly aware, and apply SOP's and OHS standards when handling molten metal; • Provide customer service to visitors before and after gold pour demonstrations including engraving tokens to meet customer specifications, sales, answering queries <i>etc</i>; • Serve customers, operate a POS and place a focus on sales; • Participate in activations within the store; • Conduct daily maintenance of the press and conduct informative and accurate demonstrations on the use of the press to visitors; • Close gold pour and accurately reconcile the daily takings; • Maintain appropriate environment in accordance with shop manuals, descriptions and duty statements; • Assist with visual merchandising and store presentation; • Undertake daily cleaning regimes.
Retail	<ul style="list-style-type: none"> • Open retail outlets and prepare shops for business; • Close shops and accurately reconcile the daily takings; • 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; • Participate in activations within the store; • Obtain and apply a working knowledge of the shops, schools and school holiday booking procedures; • Process customer purchase transactions efficiently and effectively using electronic P.O.S. and appropriate cash handling techniques; • Perform required procedures for credit card facilities; • Provide lunch relief for other staff in retail enterprise; • Assist with visual merchandising and store presentation; • Assist with stocktake when required; • Assist with maintaining adequate stock levels; • Undertake daily cleaning regimes.
Teamwork	<ul style="list-style-type: none"> • Ensure work areas are presented at optimum levels; • Work cohesively with all team members; • Participate in the induction, training and mentoring of new staff as required; • Contribute to the enhancement of staff knowledge and skills

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Operations	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The SHMA Code of Conduct ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation 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 6 months current experience within Sovereign Hill; • Presenting/Public Speaking/Interpreting experience is essential; • Strong performance/presenting skills with the confidence to address large groups of approx 100 people; • Excellent customer service skills; • Excellent verbal communications skills; • Demonstrated cash handling skills; • Ability and willingness to meet deadlines whilst working in a busy environment; • Ability to work across flexible rosters including weekends, public holidays and school holidays.

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

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

SPECIFIC HEALTH AND SAFETY REQUIREMENTS
<ul style="list-style-type: none"> • Gold pouring is not only physically demanding it also requires a great deal of accuracy. The gold pour presenter must possess good “motor skills” so that accurate pouring can be carried out. The gold pourer must also be constantly aware of and apply SOP’s and OHS standards when handling molten metal. In order to meet the inherent duties and responsibilities of the position, the incumbent must be physically capable of working with hot forges, equipment requiring fine motor skills and molten.

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

Employees who are under 18 years of age must also have their legal Parent/Guardian sign this acknowledgement

Parents/Guardian's Name

Parents/Guardian's Signature

Date