

Position Description

CORPORATE INFORMATION

Position title	Gallery Assistant		
Directorate	Community Sustainability	Branch/Section/Unit	Community and Commercial
Position number	1583	Level	2 (casual)
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Senior Officer Gallery		
Direct reports	Nil		

SCOPE OF POSITION

Position Summary

Situated at the Gallery's front reception desk, the Gallery Assistant is responsible for welcoming visitors to the Gallery, processing Gallery shop transactions, providing quality customer service and supporting other gallery staff with general administration duties.

Key Responsibilities of the Role

- Provision of customer service to Gallery visitors and workshop participants to ensure positive interactions with a diverse range of clients with varying needs, whilst following established procedures and guidelines.
- Undertake accurate and timely receipting of Gallery shop transaction and daily banking reconciliation in accordance with policies and procedures.
- Provide general administrative services tasks to support gallery programs and staff.
- Assist with installation of Gallery exhibitions, if required.
- Perform other tasks as directed within the level of responsibility.

Mandatory Licence/Competency (Ticket) Requirements

Nil

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in customer service and information delivery.

Position Description

- Demonstrated experience in office administration and cash handling experience.
- Demonstrated ability in communicating with a wide range of audiences.

Desirable Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in a cultural environment, e.g. gallery, museum, performance space, tourism or other cultural venue.
- Cash handling experience.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Regular weekend work

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Position Description

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

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POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.