

Retail

Position Description

Position Title	Retail Assistant
Department	Gallery and Visual Arts
Reports to	Retail Manager
Direct Reports	Nil
Classification Level	Single Enterprise Agreement 2015 - Level 3, Admin Local Government Industry Award - Level 3
Date	December 2022

HOTA

Our work is carried out in line with our HOTA Values of Art, Citizenship, Curiosity, Integrity and Generosity.

At HOTA:

- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment.
- We are passionate about art and driven by the opportunity to educate, raise awareness and tell stories.
- We are dynamic, caring and curious with a commitment to excellence, experience and innovation.
- We display strong interpersonal and communication skills to engage and build communities.

Every person at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure and will be covered in an online learning module.

The Team

The Gallery and Visual Arts team lead the development and management of HOTA Gallery, Australia's largest public art museum outside a capital city.

The HOTA retail team is small but dynamic, it is comprised of the Retail Manager and Retail Assistants. The team provides services to all visitors of the Gallery Shop.

The Position

The HOTA Gallery is the largest public Gallery outside a capital city in Australia with the ability and ambition to present exhibitions and projects of national and international scale that focus on art and design, both indoors and out.

Your primary duties will see you proactively engage with visitors, demonstrating a passion for knowledge of both the product offer in-store and programming across the HOTA precinct. You will be responsible for providing exceptional retail experiences and maintaining the highest standards of customer service and shop presentation.

Position Responsibilities

Duties include, but are not limited to:

- Provide superior customer service to all HOTA Gallery and precinct visitors and deliver a retail experience that is aligned with HOTA mission, vision and visitor experience
- Daily operation of the store (opening/closing, customer service, stock management and shop presentation).
- Actively acquiring knowledge of the HOTA product offer and connecting this offer to HOTA Gallery program to enhance the visitor experience.
- Support the Head of Retail with executing visual merchandising displays.
- Ensure the shop is maintained to the highest standard of presentation and cleanliness.
- Be actively informed of both current and future exhibitions on display in the Gallery to be equipped for visitor enquiries.

Work, Health and Safety

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
2. In accordance with Home of the Arts' Workplace Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:
 - Adhering to WH&S obligations and adopt sound work practices.
 - Following all safe working procedures and practices designed for the work.
 - Eliminating, reporting, or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potentially hazardous work-related condition or practice.
 - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
 - When requested assist the supervisor and other workers in the risk assessment of workplace hazards.

Qualifications, Skills and Experience

The ideal candidate is likely to demonstrate all or most of the following:

- Passion for art, design, retail and customer service.
- A minimum of 1 year retail experience working in a similar role in the delivery of high-level personalised customer service to visitors.
- Working knowledge of Microsoft Office Suite such as Excel, Word and PowerPoint.
- Excellent interpersonal skills with high-level verbal and written communication
- Flexibility to work rotational rosters, public holidays, weekends and evenings.

Physical Requirements

- Bending
- Twisting
- Squatting
- Reaching
- Grip
- Fine Motor
- Standing

- Walking
- Lifting (5 – 10kg)
- Carrying
- Push / Pull movements
- Stooping