

GALLERY ASSISTANT (CASUAL)

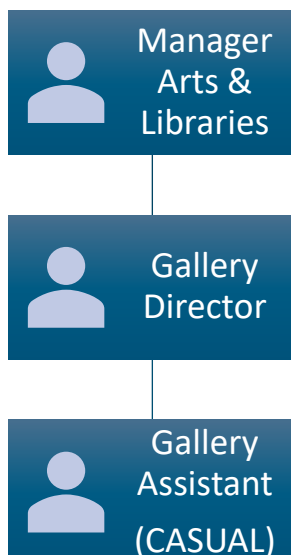
Position Number:	C131028
Banding/Remuneration:	Band 4
Division/Branch:	Community Information & Arts
Reports To:	Gallery Director
Date Approved:	September 2024

Position Objectives:

Museum of Australian Photography (MAPh) is Australia's only public art institution wholly dedicated to the collection and promotion of photography, MAPh holds a special place in the country's network of art galleries and museums.

This casual position provides effective coordination of the reception and all front-of-house activities of the Museum of Australian Photography (MAPh) as well as key responsibilities for all events, programs and workshops. The position supports MAPh staff across many areas including administration, building maintenance, gift shop, public programs, ticketing, volunteer co-ordination, financial processing and event/program coordination.

Team Structure:



Key Responsibility Areas:

CUSTOMER SERVICE

- Provide timely and accurate reception and other customer service duties
- Provide first port of call for all museum inquiries, including information on all aspects of MAPH's exhibition and event program, MAPH Café, MAPH SHOP, MAPH membership program, venue hire, volunteer program and donations.
- Supervision of all front-of-house activities including sales, merchandising, event bookings, venue hire, reporting and administration.
- Administer the weekend operations of the museum including opening and closing security procedures
- Reconcile daily sales and financial from gift shop through the Shopify system

ADMINISTRATION

- Maintain MAPH's databases of contacts, supporters and donors.
- Perform general administration tasks such as mail outs, reports, scanning, archiving and research.
- Daily management of the MAPH email inbox
- Administer gift shop stock takes
- Perform administration tasks and membership processing of MAPH's Membership program.

OTHER RESPONSIBILITIES:

- Contribute to the improvement of services, practices and procedures
- Assist in supervising the museum's volunteer program
- Perform tours for the general public
- Prepare reports on front of house operations where required
- Perform other duties as requested by museum staff in accordance with priorities identified by the Visitor Services coordinator
- Coordinate aspects of MAPH's private function bookings where required

- Contribute to MAPH's events and public program calendar
- Evening and / or out of hours work will be required.

Accountability and Extent of Authority:

- The position operates with little supervision on weekends, requiring a significant level of independence in time management and priority setting
- Accountable for the effective management of MAPH's front of house/reception service
- The position operates within set unit guidelines and procedures.

Judgement and Decision Making:

The position:

- Operates under the direction of the Customer Service and Commercial Operations Coordinator, within set guidelines and procedures according to the objectives, procedures and priorities of the responsible unit
- Requires the ability to set priorities, plan and organise own work, work independently within set parameters, as well as gain co-operation and assistance from other staff
- Requires judgement to use confidentiality and discretion
Requires the ability to solve administrative issues capably and with confidence

Specialist Knowledge and Skills:

- Previous experience in a museum, gallery or arts related environment
- Capacity and experience in working with all age groups
- Experience in public speaking and group leadership skills an advantage
- Experience in handling money, reconciliation and use of cash registers
- Sound interpersonal, verbal and written communication skills – able to liaise with staff, management, and arts related bodies.
- Sound computer operation/PC skills: word processing, Excel, knowledge of Microsoft Office based software, point of sales systems
- Knowledge of Australian photography and Australian art desirable
- Demonstrated customer service experience essential
- Demonstrated experience of filing and administrative skills, including the ability to prioritise work to meet deadlines
- Demonstrated retail experience
- Demonstrated ability to work as a member of a small team within a large organisation
- Ability to work in a customer service orientated and statutory environment

Management Skills:

- Ability to provide effective support, service and administration of all aspects associated with the front-of-house service at the MAPH
- Ability to prioritise workflow according to priorities and complete tasks in a timely and accurate manner
- Ability to contribute to the development and implementation of improved customer services systems, guidelines, procedures and practices
- Skills in setting priorities, time management, planning and organising one's own work

Interpersonal Skills:

- Well-developed interpersonal and verbal communication skills including customer liaison skills

- Ensure telephone and email enquiries are effectively managed to ensure a strong professional client and public focus is maintained
- Well-developed written communication skills including ability to prepare a variety of minutes, correspondence, publicity and reports
- Ability to discuss and resolve administrative issues capably and confidently
- Ability to demonstrate initiative and flexibility
- Ability work independently as well as gain co-operation and assistance from other
- Strong customer service, solution and team orientation

Qualifications and Experience:

- A degree in Museum Studies, Art History, Business Studies or a relevant field
- minimum two-years' experience in a similar role requiring coordination of databases and financial processes, provision of customer service and advice
- Current Victorian driver's licence
- A Police Check will be required.

Key Selection Criteria:

- Demonstrates well developed verbal and written communication skills
- Demonstrates computer literacy skills including Microsoft Office Products (Word, Excel and Outlook) and databases (Salesforce); experience in working point-of-sale and collection management systems desirable
- Demonstrates experience in business administration, including preparation of correspondence, minutes and reports, and financial reconciliation and cash handling
- Demonstrates well developed time management skills, including strong multitasking and organisational skills
- Demonstrates experience working with and responding to the needs of a range of stakeholders, including customers, supervisors and community members
- Demonstrates a strong commitment to improving the profile and success of the Museum of Australian Photography
- Demonstrates ability to work co-operatively and effectively in a team environment
- Ability to work independently as well as gain co-operation and assistance from other employees and volunteers

- Demonstrates experience and commitment to assist with MAPH events, programs and workshops.

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.