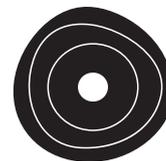


POSITION DESCRIPTION

CASUAL VISITOR EXPERIENCE ASSISTANT



canberra
glassworks

Canberra Glassworks, Australia's only cultural centre wholly dedicated to contemporary glass art, is seeking friendly and outgoing Casual Visitor Experience Assistants with customer service experience to join the Visitor Experiences team. This is a fantastic opportunity to work with a professional team who are the first point of contact for our many visitors to the Canberra Glassworks. You will be involved in selling glass art and making visitor experiences memorable to the public from our home at the historic Kingston Powerhouse.

About the role:

The Casual Visitor Experience Assistant assists to maintain a friendly and efficient front of house. This is the first point of contact for Canberra Glassworks visitors who come through our doors or contact us by phone. This role assists within the retail area and provides customer service and sales support to the team.

Responsibilities:

1. Welcome visitors to Canberra Glassworks, ascertain their requirements, and provide courteous, comprehensive and efficient direction. Ensure the foyer, reception and retail areas are clean and presentable at all times.
2. Act as first point of contact for Canberra Glassworks' reception including answering phones, directing calls and inquiries and providing information on Canberra Glassworks activities, products and services.
3. Book clients into tours, Make Your Own and education experiences and handle other administration as required.
4. Under the direction of the Visitor Experiences Supervisor, staff Canberra Glassworks' retail area and assist the public with sales; help to display consignment glass to established standards or guidelines; help maintain the computerised inventory database and POS systems, handle cash and support stock takes of physical inventory.
5. Provide assistance and support to the Visitor Experience Supervisor and assist with exhibition openings and other similar events.

Selection Criteria:

- 1) Experience and a positive track record in sales and customer service in an arts or tourism environment;
- 2) Good presentation, verbal and written communication, customer liaison skills and a commitment to customer service philosophy;
- 3) Experience in administering bookings, using POS systems (MYOB preferable) and handling cash;
- 4) Demonstrated performance within a small team within an arts or tourism environment;
- 5) The ability to manage work priorities in high-pressure situations and with limited resources.
- 6) Have a current RSA and First Aid certificate (or be willing to obtain one within the first month of working)
- 7) Experience with Microsoft Office software

Position details:

Casual Hourly Rate: from \$25.10 per hour weekdays (variable rates Saturday/Sunday shifts).

Must be available between Wednesday to Sunday and be able to work out of office hours for events.

To apply: Please submit a cover letter addressing the Selection Criteria and CV to Meagan Jones, Visitor Experience Supervisor, meagan.jones@canberraglassworks.com no later than 5pm on 16th December 2018.

canberraglassworks.com

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