

## POSITION DESCRIPTION

Position Number:	GA6
Position Title:	Gallery Assistant
Division:	People Place and Liveability
Classification:	Level 2 Year 1
Status:	Casual
Hours:	As required
Reports To:	Director Riddoch Arts & Cultural Centre & Cultural Development




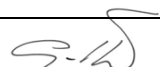
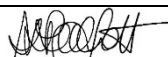
### Position Objectives

This role supports all aspects of gallery services including customer service, public programs, events and exhibition installation.

### Key Result Areas

1. Customer service and front of house duties.
2. Public programming and events.
3. Exhibition installation.
4. Teamwork and collaboration.

Void without CEO approval:

REVIEWED: People Leader		22/04/2025
REVIEWED: General Manager		23/04/2025
APPROVED: Chief Executive Officer		23/04/2025



## Key Duties & Responsibilities

### 1. Customer Services and Front of House Duties

- Provide outstanding customer service to internal and external stakeholders.
- Remain engaged and updated with exhibition and programming plans to inform visitors about upcoming events.
- Plan, assess and problem solve routine administrative issues and customer service enquiries expediently and with limited supervision.
- Maintain a constructive approach and represent the Riddoch and Council to the public in a positive and confident manner.
- Maintain retail display.
- Process retail sales through point of sale system.

### 2. Public Programming and Events

- Assist the Public Programs Officer and Audience Development Coordinator to deliver public programs, workshops and events.
- Assist with preparation and conclusion of event operations.
- Provide administrative support such as writing project briefs and conducting risk assessments for events and public programs.
- Deliver exhibition tours for a wide range of audiences.

### 3. Exhibition Installation

- Assist with exhibition installation tasks as directed by the Curator.
- Practice safe handling of artworks to a professional museum standard.

### 4. Teamwork and Collaboration

- Consistently and actively collaborate, positively engage with change management and support effective working relationships with all Council staff.
- Participate in training, development and improvement opportunities and programs.
- Work closely with the curatorial and engagement teams to produce cohesive, meaningful and original programming outcomes.
- Support internal and external stakeholder relationships through professional representation of the Riddoch.

### 5. Other Duties

- This position maybe required to perform any duties included within the position classification (and at lower classifications where necessary) as specified by the South Australian Municipal Salaried Officers Award, general officer classification criteria and which the incumbent has the necessary professional and technical skills.

### 6. Adhere to City of Mount Gambier General Conditions of Employment

- Undertake other related duties as required for the effective and efficient operation within the scope of this position.
- Follow defined work health and safety legislation, policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the



workplace.

- Follow defined information management practices, policies and procedures for all records created and received.
- Be responsible for and actively involved in identifying and managing risk in day to day activities and projects.
- Follow all defined organisational systems, policies and procedures related to the work being undertaken.
- Demonstrate and adhere to the principles of conduct and standards of behavior as defined within the Code of Conduct – Behavioural Expectations of City of Mount Gambier's Staff Members.
- Demonstrate and uphold the organisation's Values (Lead, Connect, Deliver) that define the standards that guide our behaviours and commitment in working to accomplish the vision and mission.
- Embrace and support the organisation's customer service charter.



## Key Competencies & Selection Criteria

### Inherent Essential License/s, Clearances and Checks

- A satisfactory pre-employment medical examination.
- Current satisfactory National Police Certificate
- Current satisfactory Working with Children Check (WWCC)
- Current and valid Driver's Licence CLASS C

### Essential

- Excellent customer service and high level of interpersonal skills and commitment to developing stakeholder relationships.
- Demonstrated art handling skills.
- Experience or willingness to learn exhibition installation and de-installation including hanging artwork, handling artwork, unpacking and repacking crates, painting and minor carpentry.
- Physically fit and able to complete manual labor.
- Available to be rostered over a 7 day period.
- Excellent organisational skills, initiative, problem solving skills and the ability to work well in a team.
- Effective and efficient written and oral communication skills.
- Ability to work with limited supervision.
- Experience working in a museum or gallery environment.
- Engagement with visual arts and museum and gallery trends.

### Desirable

- Tertiary degree in visual arts, museum and curatorial studies or associated field.
- Knowledge and experience in the preparation of artworks and/or objects for display.
- Computer skills including the use of the Microsoft Office suite of programs including Outlook.
- Audio visual setup capabilities including the setups of laptops and projectors.
- Working at heights certification (or willingness to undertake).



Occupant: VACANT

Date Appointed:

I have read and understood the key result areas, duties, and responsibilities of this position as described above.

Acknowledged by Occupant: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Signature date

