

## POSITION DESCRIPTION

Position Number:	RACWO
Position Title:	Riddoch Arts & Cultural Centre Weekend Officer
Division:	City & Community Growth
Classification:	Level 3 Step 1 - Level 3 Step 4
Status:	Part-Time Permanent
Hours:	19 Hours Per Fortnight
Reports To:	Riddoch Arts and Cultural Centre Coordinator



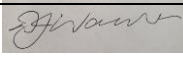


### Position Objectives

The Riddoch Arts and Cultural Centre Weekend Officer is responsible for the effective operation of the Riddoch Arts and Cultural Centre during weekends and public holidays. The role provides quality customer service to the public, as well as supervises the weekend team to ensure the objectives of the Riddoch Arts and Cultural Centre are met. The role includes providing administrative support to the broader Riddoch team. The position must be willing to complete training in emergency management procedures, first aid, and working with children.

### Leadership Team Capabilities

People	Being Approachable, Building Great Teams
Activities	Safety and Wellbeing, Managing Work
Information	Effective Communication, Creativity & Innovation
Relationships	Customer & Community Focus Trust
Self	Integrity, Being accountable

Void without CEO approval:

REVIEWED: Manager/Supervisor		18 July 2022
REVIEWED: General Manager		26 July 2022
APPROVED: Chief Executive Officer		27 July 2022

## Key Result Areas

1. Supervise weekend Customer Service team.
2. Administrative Duties.
3. Teamwork.

## Key Duties & Responsibilities

### 1. Supervise Weekend Customer Service Team

- Supervise weekend staff to ensure consistent Customer Service.
- Encourage and foster a strong customer focus and teamwork culture.
- Assist in the provision of information and advice to the public.

### 2. Administrative

- Maintain office files and adhere to document management processes.
- Establish and maintain records associated with the use of The Riddoch.
- Liaise with staff when organising displays, use of spaces and facilities.
- Promote the Riddoch as a cultural destination.
- Provide administrative support as required

### 3. Teamwork

- Consistently and actively collaborative, be positive and support effective working relationships with all Council staff.
- Collaborate, cooperate and assist other team members as the need arises.
- Participate in training, development and improvement opportunities and programs.

### 4. Work Health Safety

- Exercise a duty of care consistent with the requirements of the Work Health Safety Act.
- Observe and obey all safety procedures in a responsible and safe

### 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 Council 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

### Essential

- Strong track record and commitment to delivering excellent customer service and administration support in a team environment.
- Experience supervising staff ensuring the delivery of high quality customer service.
- Well-developed communication skills and proactive approach that builds positive relationships.
- Consistently demonstrated excellent customer service skills and knowledge in a professional, courteous and timely manner.
- Work collaboratively, effectively and positively in a team environment and independently with minimal supervision.
- Proven ability to manage difficult customers and resolve conflict.
- Ability to cope in a changing environment and embrace challenges.
- High level of interpersonal skills and commitment to developing strong customer relationships.
- Initiative and problem-solving skills.
- Ability to obtain a police clearance for working with children.

### Desirable

- Knowledge of audio-visual equipment would be an advantage.





Occupant:

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*

