

POSITION DESCRIPTION

Position Number:	VSPA
Position Title:	Visitor Services and Programming Assistant
Division:	City and Community Growth
Classification:	Level 2 Step 1 - Level 2 Step 4
Status:	Casual
Hours:	As Required
Reports To:	Riddoch Arts and Cultural Centre Programming Officer



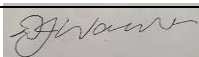


Position Objectives

The Visitor Services and Programming Assistant is responsible for providing quality customer service to the public and administrative support to the Riddoch Arts & Cultural Centre team. The position requires knowledge of art materials and experience in interpreting art for a variety of audiences. The role is particularly focused on assisting in the delivery of public programs and education experiences to ages ranging from under-fives to lifelong learners. The role will be required to assist with planning and preparation for functions, events and exhibitions to ensure the effective operation of the Centre.

Key Result Areas

1. Customer Service and Reception
2. RACC Programming
3. RACC Event Preparation and Setup
4. Administrative Support

Void without CEO approval:

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

Key Duties & Responsibilities

1. Customer Service and Reception

- Provide reception duties when required including on weekends.
- Assist in the provision of information and advice to the public.

2. Programming

- Assist with the delivery of programmed art-making activities for the Riddoch Arts & Cultural Centre, outside of standard working hours, including weekends
- Deliver tours of exhibitions to all aged school children.
- Assist in the delivery of art-making activities for school children

3. Event/Exhibition Preparation and Setup

- Assist with pre and post event operations (including set-up and clean-up) which will often be outside of standard working hours, including weekends.
- Assist with the effective operation of venue usage including the setup and use of technical equipment such as projectors, media players and PA's which may involve the use of ladders.
- Maintain calendar and booking schedule of venue use.
- Liaise with hirers and event organisers where facilities are to be used.
- Issue keys to hirers and users.
- Maintain key register for hirers.

4. Administrative Support

- Provide administrative support to RACC team.
- Undertake a range of activities of an administrative support nature.

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 behaviour 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

- An understanding of art in Australia
- Experience, or willingness to learn skills in delivering education tours
- Knowledge of art materials and ability to assist participants in their learning
- Proficient and accurate keyboard skills involving word processing and data entry.
- Sound knowledge of relevant computer software and its application.
- Experience with setting up equipment of an audio-visual nature.
- Effective written and presentation skills.
- Able to work with limited supervision.
- High level of interpersonal skills and commitment to developing strong customer relationships.
- Initiative and problem-solving skills.



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*

