

Customer Services & Administration Officer

Position Number	1242
Directorate	Communities & Place
Service Unit/Department	Customer & Visitor Services
Location	Horsham Town Hall
Position Classification	Band 4 Level A
Position Appointment	Permanent Part-time (0.64EFT/48.5hrs per FN)
Enterprise Agreement	Horsham Rural City Council Enterprise Agreement Number Ten, 2022-2025
Reports to	Team Leader Customer & Visitor Services

Organisation Values - **FAIR**

Flexibility

We are adaptable to changing circumstances

Accountability

We are responsible for our behaviour and actions

Integrity


We are ethical, transparent and honest in our conduct

Respect

We value diversity and appreciate others and will not tolerate sexual or other forms of harassment

1. Position Objectives

The Customer Services and Administration Officer is the first point of contact for HTH and provides guidance and information to the customer. As such, the incumbent will act as an ambassador for the HTH and will be required to provide high quality customer service.

The Customer Services and Administration Officer works within Visitor Services, Box Office and with the Horsham Regional Art Gallery and will efficiently and effectively undertake front-of-house management, financial and administrative support. They will assist with aspects of the visitor services and box office for the benefit of visitors, patrons, members and the local community. They may also be required to assist with aspects of the Art Gallery exhibitions program and related functions, when required. 

2. Key Responsibility Areas

Customer Services

- Meet and greet customers and callers to the HTH (including via telephone and electronically) in a highly professional and friendly manner; assist with relevant requests for information and assistance and encourage visitors to stay longer within the local area.
- Perform reception and security duties including monitoring of CCTV. This includes opening and closing of the HTH, preparation and maintenance of exhibition spaces and the reception and retail areas to ensure a high level of presentation and safety **90HS**).
- Perform the important public interface as the ambassador of the HTH Venue by providing excellent customer service while dealing discreetly and tactfully with confidential and sensitive information.
- Undertake duties as necessary for the day-to-day operations, development and coordination of the HTH including retail sales, management, research, proposing new stock, coordinating delivery and display of goods in conjunction with the Customer and Visitor Services Team Lead.
- Assist in the HTH's finances in relation to processing invoices, orders, receipts, exhibition reconciliations, retail management and handling of monies in line with Council procedures.
- Undertake emergency evacuation procedures in accordance with the venue's policies and procedures.
- Maintain a physical presence at the reception desk to ensure it is not left unattended by coordinating with other staff and volunteers to assist as required.
- Facilitate and deliver all booking services, including box office within the venue as directed.
- Support members of the HTH team with any delegated tasks to deliver HTH operations.
- Assist in the setup and delivery of events and functions within the venue.
- Undertake duties as necessary for all reporting requirements for the venue.

Visitor Services Specialisation

- Maintain relevant information databases, websites, social media contacts, etc. and create, collate and interpret visitor surveys and statistics.
- Support and promote the sale of souvenirs and local produce at the Venue.

Visual Arts Specific Skills

- As directed assist the Visual Arts team with activities related to functions, exhibitions and the Gallery's Collection as required.
- Undertake security procedures related to security monitoring and visitor movement by continual monitoring of CCTV units and regular routine inspections of Gallery spaces to ensure public and artwork safety, reporting any issues as they occur.
- Convey relevant, accurate information regarding the Gallery, exhibitions and Collection to visitors and external enquiries.

Note: In accordance with award provisions, Council may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

3. Occupational Health and Safety (OH&S) Responsibilities

- Wear the correct personal protective equipment.
- Comply with safe work method statements and procedures.
- Report incidents and hazards.
- Don't interfere with or misuse anything at the workplace to support health, safety, and welfare.
- Participate in safety training apply learnings and requirements of the training.
- Take reasonable care for your health and safety and health and safety of others.

4. Accountability and extent of Authority, Judgement and Decision Making

Customer Services

- responsible to the Team Leader Customer & Visitor Services for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply.
- Responsible for monitoring resources and visitor behaviour while on duty.
- Responsible for assigned work to be performed according to specific guidelines, generally under supervision but at times independently; guidance and advice are always available.
- Required to consult with more senior staff about problems of a complex or technical nature where solutions not previously encountered.

- Required to oversee any volunteers on duty.
- Required to maintain records, statistics, data and information and carry out administration tasks as required by HTH staff and as directed by the Team Leader.

Gallery Administration

- Required to work independently to initiate and undertake specific gallery programs and activities in consultation with gallery staff.
- Required to assist the Visual Arts team with administrative tasks including marketing, set-ups for workshops assisting to digitise, manage and promote the Gallery permanent collection.

5. Skills and Knowledge

- A highly developed knowledge of the Grampians and Wimmera Regions and their attractions and services.
- Interest in Australian art and the ability to convey relevant, accurate information regarding the gallery, exhibitions and Collection to visitors and external enquiries.
- Demonstrated a high level of customer service experience, excellent verbal and written communication skills.
- Ability to develop and maintain relationships with customers, visitors and the public.
- Sales experience and ability are desirable.
- Office management experience with the ability to operate with minimal supervision.
- Highly proficient computer skills with experience with Microsoft Office suits – Word, Excel, Outlook.
- Experience with specialist software, desirable, i.e. Adobe Creative suite – InDesign, Photoshop, Illustrator, Acrobat Pro; local government software i.e. Authority, and/or ticketing systems i.e. Ticket Search.
- Experience with working with social media platforms such as Facebook and Instagram.

6. Management and Administrative skills

- Excellent/positive customer experience.
- Ability to provide employees and volunteers under supervision with on-the-job training and guidance.
- An ability to efficiently and effectively manage one's own time and work.
- Excellent organisational and office management skills along with the ability to work effectively in a busy environment.
- Ability to deal with demanding stakeholders.

7. Interpersonal skills

- Excellent verbal and written communication skills with highly developed presentation and delivery skills in public relations and customer service.
- Ability to maintain an attentive, courteous and professional manner with members of the public, staff and external colleagues.
- High level of customer relations skills and capacity to satisfy the needs of visitors to the HTH and create a positive experience.
- Ability to work effectively in isolation and in a team environment. Shows initiative and can foresee the needs of others and that decisions will need to be made and enacted in consultation with colleagues.
- Ability to show patience, empathy and respond clearly and accurately when communicating with visitors.
- Ability to be positive, enthusiastic and resilient in response to changing circumstances and priorities, gain co-operation from members of the public and other stakeholders, receive and give feedback and discuss and resolve issues and problems.
- Ability to convey a professional image of the HTH, and Council, to the public and external colleagues always.

8. Qualifications and Experience (Selection Criteria)

- Minimum Year 12 education, with any relevant customer service in highly visible, public and customer focused industries. (tourism, the arts, hospitality).

Key Selection Criteria

Essential

- Ability to convey a professional image of the HTH Venue and Council to the public and external colleagues always.
- Demonstrated experience working in a customer service environment.
- Experience in merchandising, stock control, sales, wholesale ordering, EFTPOS and cash handling is preferred.
- Demonstrated experience in administration.
- Experience working in a small team environment with minimal supervision.
- Current experience and competency using the Microsoft Office, POS and Multi-media tools.
- Current Driver's license.

Desirable

- Knowledge and understanding of Australian Art or an interest in and knowledge of visual arts, performing arts and/or tourism.
- Knowledge of Grampians and Wimmera Region attractions and services.

9. Organisational Relationships

Reports to:	Team Leader Customer & Visitor Services
Supervises:	Nil
Internal Liaisons:	Horsham Town Hall staff Recreation & Open Space staff Casual Staff Volunteers HRCC Staff
External Liaisons:	Venue visitors and tourists Tourist operators Events and Festivals organisers and/or committees Business operators Local Community Groups & Organisations Contractors and Delivery Couriers

10. About Horsham and Horsham Rural City Council

Horsham Rural City is a vibrant, multi-cultural community situated in the heart of the Wimmera region of Victoria, approximately 300 kilometres north-west of Melbourne. The municipality has a population of approximately 20,000, covering an area of 4,267 square kilometres, with approximately three quarters of residents living within the urban area of Horsham.

Horsham is the major provider of retail, community and government services in the Wimmera, with dryland and broadacre agriculture being our major industry. There are a range of quality educational and health care facilities including secondary colleges, a university and an agricultural college.

Council is committed to working with the community to develop the municipality through strong leadership, vision, good governance, responsive services and quality infrastructure, whilst enhancing our liveability and natural environment.

Accessible and Inclusive Employer

Horsham Rural City Council supports flexible and accessible working arrangements for all staff. We are progressive, open to new approaches, and aim to be an inclusive and diverse workplace that celebrates the contribution made by all our staff.

Occupational Health and Safety/Risk Management

All employees are required to follow workplace health and safety requirements and obligations in accordance with legislative frameworks, Council policies (including the OHS Responsibility and Accountability Procedure) and other workplace procedures at all times.

Employees will also observe and comply with Council's Risk Management Policy and the application of sound risk management practices within the workplace and the community.

11. Further information

Horsham Rural City Council is an Equal Opportunity and Child Safe Employer and values Flexibility, Accountability, Integrity and Respect. We encourage and celebrate all cultures, heritage and diversity. We recognise the important and ongoing place that all Indigenous people hold in our community.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Council and its employees also have obligations under Victoria's Charter of Human Rights and Responsibilities. See the People & Safety Department or www.humanrightscommission.vic.gov.au for further information.

Manager People & Safety
Horsham Rural City Council
PO Box 511
Horsham Victoria 3402
Email: hr@hrcc.vic.gov.au

12. Sign Off

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Document prepared by: People & Safety Department

Approved by:
(Director Communities & Place)

Date:

Employee name:

Signature:

Date: