

# POSITION DESCRIPTION



## Central Goldfields Visitor Centre and Central Goldfields Art Gallery Weekend Assistant

### Position Summary

This position is responsible for providing front of house customer service and volunteer support at Central Goldfields Visitor Centre (VC) and Central Goldfields Art Gallery (CGAG) primarily during lunch breaks of other staff on weekends: Saturdays from 12.00 pm to 2.00 pm and Sundays 12.00 pm to 2.00 pm on a casual basis.

We are seeking friendly, customer focussed persons to join our teams. Working from our newly redeveloped Visitor Centre and Central Goldfields Art Gallery, you will be a part of delivering great experiences to visitors at these key attractions in the Central Goldfields Shire.

### Position details

Directorate	Community Wellbeing
Department	Tourism, Events and Culture
Appointment Type	Casual
Classification	Band 3
Location	Visitor Centre, Central Goldfields Art Gallery All employees may be directed to move either permanently or for temporary periods of other locations within the Shire due to operational requirements.
Reports to	Visitor Services Team Leader and Art Gallery Coordinator
Supervises	Visitor Centre Volunteers and Central Goldfields Art Gallery volunteers
External relationships	Visitors to the Visitor Centre and Central Goldfields Art Gallery
Internal relationships	Visitor Centre staff, Central Goldfields Art Gallery staff, volunteers, staff in the Tourism, Events and Culture department at Central Goldfields Shire.
Date PD approved	March 2025

### Key responsibilities and duties

- Support volunteer/s at the Visitor Centre and Central Goldfields Art Gallery, welcome visitors and provide visitor services.
- Provide advice, information and customer support as required.
- Support volunteer/s with any sales of merchandise.
- Support volunteer/s with any program booking enquiries.
- Oversee the security of the Visitor Centre and Central Goldfields Art Gallery.
- Undertake administration duties as required to support the Visitor Centre and Central Goldfields Art Gallery.
- Provide an update to staff returning from lunch breaks, on any issues or other relevant matters that have arisen.

### Organisational responsibilities

Council values	<ul style="list-style-type: none"><li>• Demonstrate and encourage behaviour in line with the Council's adopted values</li></ul>
Customer Service	<ul style="list-style-type: none"><li>• Accountable for the department complying with the Customer Service Charter.</li></ul>
Behaviour	<ul style="list-style-type: none"><li>• Demonstrates behaviour of the highest of integrity; free from bullying, harassment and discrimination.</li><li>• Abide by the Code of Conduct</li></ul>
Risk management and OHS	<ul style="list-style-type: none"><li>• Identify, manage and minimise risk to Council.</li><li>• Contribute to the Council's Risk Register.</li><li>• Ensure that all OH&amp;S obligations are met</li></ul>
Corporate records	<ul style="list-style-type: none"><li>• Ensure the department maintains Council records:</li></ul>

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	<ul style="list-style-type: none"><li>○ within the approved record management system; and</li><li>○ in an accurate and timely manner.</li></ul>
Legislative framework	<ul style="list-style-type: none"><li>• Accountable for all legislative and regulatory obligations relevant to the department.</li></ul>
Emergency management	<ul style="list-style-type: none"><li>• May be required to assist municipal emergencies as detailed in Council's Municipal Emergency Management Plan.</li></ul>

## Accountability and extent of authority

- Responsible for the volunteer/s on duty at the Visitor Centre and Central Goldfields Art Gallery during the lunch relief cover.
- Responsible for overseeing the security of the Visitor Centre and Central Goldfields Art Gallery during the lunch relief cover.

## Judgement and decision making

- Sound judgement required to handle any customer complaints or issues.
- Ability to respond to any security issues according to the training and guidelines of both the Visitor Centre and Central Goldfields Art Gallery.
- Ability to convey any issues to the Visitor Centre and Central Goldfields Art Gallery employee returning to work after their lunch break.

## Specialist skills and knowledge

- An interest in tourism and arts and culture is desirable.

## Management skills

- Ability to handle Eftpos and cash sales.
- Competency in basic work, excel and information technology.

## Interpersonal skills

- Excellent customer service.
- Good communication skills in order to relate to both a range of volunteers, staff and visitors.
- Friendly and cooperative attitude.

## Qualifications/experience

- Experience in customer service and with tourism or a public art gallery would be desirable.

## Selection criteria

1. Well developed customer service skills.
2. Relevant experience in "front of house roles" such as reception skills.
3. Ability to work in a team environment.
4. Cash handling experience.
5. Ability to respond professionally and appropriately in extraordinary circumstances.
6. An interest and some knowledge of tourism, visitor experience and/or art and culture is desirable but not essential.
7. Hold a current Working with Children Card prior to commencement.
8. Willingness to undertake a National Police Check.

**Note: Appointment is subject to the successful completion of this check.**

## Selection Criteria

The position description should be read carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job. Unless specified, it is mandatory to address the key selection criteria.

It is recommended that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

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## Conditions of Employment

Employment conditions for all employees are in accordance with the current certified agreements at this council and employment contract or industrial agreement, organisational policies and procedures as amended.

Current certified agreement pertaining to Central Goldfields Shire Council employees is Central Goldfields Shire Council Enterprise Agreement, No 8 2020.

Arrangements specific to your employment and workplace will be explained to you during the recruitment process. For further details, the Enterprise Agreement can be downloaded from [www.fwc.gov.au](http://www.fwc.gov.au).

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

## Privacy Statement - Recruitment

Personal and Health Information will be collected by the Council during the recruitment process. The Personal and Health Information will be used solely by the Council for this purpose. Council may disclose this information to other organisations if required by legislation. The applicant may apply to the Council for access to and/or amendment of the information after finalisation of the appeals process. Information relating to unsuccessful applicants may be destroyed by Council after 12 months from this time. Requests for access and/or correction should be made to Council's Privacy Officer.

## Application Process

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination or police check. Appointment to positions within Central Goldfields Shire Council is on the basis of merit.

## Signatures

Veronica Hutcheson Manager People and Culture	2/05/2025  Date
Employee Name Central Goldfields Visitor Centre & Art Gallery Weekend Assistant	  Date