

Position Description - FRONT OF HOUSE/ CUSTOMER RELATIONS – Casual Position

Reports to: Office Co-ordinator, Front of House and General Manager, TarraWarra Museum of Art

Special Conditions: The position will include working weekdays, weekends and Public Holidays. (Different rates apply.)

Hours of Duty: Normal working hours are generally 10.45am to 5.15 pm, with a 30 min lunch break per day.

2025 Vision

Building on the Eva and Marc Besen gift, TarraWarra Museum of Art actively engages with art, place and ideas, where unexpected links between contemporary art and modernism are presented within global, national and Indigenous contexts.

Our Values

Excellent – Unexpected – Experiential – Connected – Collaborative – Sustainable

Position Overview

The position is located at the TarraWarra Museum of Art and is responsible for a range of visitor services and front of house programs.

Key Performance Indicators

Respond to customers, members, volunteers in a timely manner, answering enquiries politely and respectfully, handling and minimising complaints as they occur
Assist in the ensuring the Museum and galleries are COVID safe and all guidelines are being followed.
Handle shop sales in a friendly and timely manner

Duties and Responsibilities

Key Accountability	Tasks
Stakeholder Engagement	<ul style="list-style-type: none"> • Perform all aspects of the front desk operations at TarraWarra Museum of Art. This will include visitor enquiries, sales, daily cash reconciliations, membership and ticketing payments, telephone enquiries, email enquiries and invigilation of the gallery spaces. • Assist in the monitoring of security by volunteers at the front desk. • Assist with exhibition and public program delivery and installation and maintenance of gallery • Handle shop sales in a helpful and timely manner • Maintain excellent administration, computer skills and undertake other associated duties as required. <p><u>General Duties</u></p> <ul style="list-style-type: none"> ○ Participate in and support organisational goals and objectives. ○ Demonstrate values of integrity respect and maintain professional standards at all times. ○ Report issues of concern such as hazards and risks and where applicable, rectify.

	<ul style="list-style-type: none"> ○ There is a requirement for after hours work to support the Museums programs. ○ Maintain a positive demeanour for greeting visitors to the Museum
Strategic Plan	<ul style="list-style-type: none"> ● Deliver strategic initiatives and activities as per time lines outlined in Vision, Strategies and Business Planning document where possible
OHS	<ul style="list-style-type: none"> ● Maintain a clean and safe workplace for staff, contractors, volunteers and visitors ● Report issues of concern such as hazards and risks and where applicable, rectify ● Adhere to TWMA policies and procedures, including Covid Safe procedures.

I acknowledge I have read and understood my position description

Signed: Dated:

Name: