



Position title	Art Store Clerk
National Gallery level	NGA Level 1
Position number	2226
Employment type	Casual
Department	Commercial Operations
Portfolio	CFO and Commercial
Immediate supervisor	Art Store Supervisor
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

ABOUT THE GALLERY – ABOUT OUR TEAM

The National Gallery is one of Australia’s leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include Boldness, Integrity, Respect and Excellence.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world’s leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

OVERVIEW OF THE ROLE

The Art Store is a place where people can take a piece of their National Gallery experience home. The position of Art Store Clerk provides strong customer service in addition to assisting with day-to-day Store operations.

The Art Store Clerk will assist the Art Store Supervisor to ensure the Store is always appropriately stocked and presentable as well as providing support for the logistics function of receiving, pricing and storing merchandise.

The Art Store Clerk is an efficient, clear communicator with strong problem solving and multi-tasking skills. They have up to date knowledge about the merchandise in the Art Store as well as the Gallery's current exhibitions and displays.

The position of Art Store Clerk is a role within our fun and energetic Art Store Team and reports to the Art Store Supervisor. The role is responsible for providing frontline, on-site assistance to our valued customers in the Art Store.

The Gallery is open every day of the year (except Christmas Day) from 10am – 5pm. The position available will follow a casual roster.

OUR IDEAL CANDIDATE

Our ideal candidate loves interacting with people and is driven by providing great customer service. You will have worked in a diverse fast-paced retail environment and have excellent experience across customer service and sales together with an understanding of the inventory management process. Your fantastic communication skills will allow you to build a rapport with visitors in the short time they visit the Art Store.

You don't like things to look untidy or poorly stocked so you revel in making sure that your retail space always looks the best it can. Being in retail sales you most likely enjoy the challenge of beating your prior days' sales performance.

You enjoy working in a team environment, learning, and sharing your knowledge with staff and visitors alike. You have a high level of personal accountability and will see tasks through to completion.

You ideally have previous experience in retail or hospitality or another face-to-face customer service environment.

If you are someone who likes being part of a team, having diversity in your role and every day being different this is the role for you.

WHAT WILL YOU DO?

In accordance with the APS 1 work level standards, you will have the following key responsibilities:

- Actively engage with customers within the Art Store, process retail transactions and provide a great customer experience to ensure that customer needs are met and the customer service that you provide is efficient and compliant with National Gallery procedures.
- Contribute to the daily operations of the Art Store by assisting the Art Store Supervisor/Logistics with receiving, pricing, re-stocking, and straightening displayed merchandise. Cleaning the merchandise and display spaces within the Store each day.
- Contribute to the continuous improvement of quality and efficiency of services and work processes within the Art Store Team.
- Assist in responding to email enquiries for the Art Store.

WHO ARE WE LOOKING FOR?

To be successful in this role you will need to demonstrate, or have the ability to develop the following,

You will:

- Have an understanding of how your own work contributes to the **achievement of team goals**.
- **Seek information** to be able to respond to visitor enquiries and to provide a positive visitor journey.
- Treat visitors and co-workers with **respect and dignity at all times**.
- Be able to **adapt your communication style and approach** to ensure you are able to address the needs of different audiences such as visitors and employees of the Gallery when communicating.
- Promote and adopt a **positive and balanced approach** to your work.
- Be able to think strategically by demonstrating an **awareness** for issues that may impact on work task and those around you.

HOW TO APPLY

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **two pages** that outlines your skills, capabilities and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section.

Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

As part of your application process, we ask that you also complete the personal particulars form as well.

To apply for this role please forward your application to recruitment@nga.gov.au.

ELIGIBILITY:

To be eligible for this role you **must**:

- Hold an Australian Citizenship, and
- Satisfy a Police Check

Role specific mandatory qualifications certification and/or registrations include:

- Customer service experience in a retail or public facing role will be to your advantage.

Work, Health & Safety Obligations

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

CONTACT

Further information about the position may be obtained by contacting Rose Townsend on +61 2 6240 6783 or rose.townsend@nga.gov.au