

POSITION DESCRIPTION

Public Programs and Retail Assistant

Reports to Director

This position works closely with the Gallery and Media Coordinator (GMC) and includes a combination of administrative and customer-focused responsibilities relating to:

- Supervising public programs and workshops
- Maintaining excellent workplace health and safety (WHS) practices
- Customer greeting, sales and service
- Event setup, pack-down and supervision
- Shop management including procurement, processes and inventory management

Roles and Responsibilities:

| |
|--|
| <p>Workshops and Public Programs</p> <ul style="list-style-type: none"> • The GMC is ultimately responsible for planning and managing workshops and public programs - your role will be to support this person in organising the logistics for these programs • Negotiate with workshop facilitators where appropriate • Assist with workshop participant bookings, payments, information flow, and follow-up as required • Order art materials as required by workshop facilitators • Use workshop budgeting tools prepared by the organisation • Ensure studio is workshop ready • Ensure places where workshops are held are a safe environment • Ensure equipment and materials used in workshops are safe, and have MSDS on file for chemicals and substances. • Comply with WHS requirements and legislation • Comply with organization policies for safety of staff, volunteers, contractors, and the public • Print workshop sign in sheet and gather signatures, then scan and file |
| <p>Other Associated activities</p> <ul style="list-style-type: none"> • Maintain gallery and studio space, storeroom • Develop and maintain equipment and materials inventory |
| <p>Retail Shop</p> <ul style="list-style-type: none"> • In consultation with the Director, procure items for sale from gallery members and other artists in the North Queensland region • Comply with organisation procurement policies • Use prepared consignment agreements and refer to current policies such as commission policy • Label items for sale in a consistent manner • Use organisation forms for sales and process management • Provide feedback to artists on how their items perform in the market |
| <p>Marketing and Social Media</p> <ul style="list-style-type: none"> • The GMC is ultimately responsible for planning and managing all marketing and social media for the gallery – your role will be assisting with this in terms of photographing workshops/public programs you attend, creating social media posts under the direction of the GMC and Director, which will include regular new content to promote shop merchandise, current exhibitions and upcoming events at the gallery. • Maintain marketing, media and documentation records in line with Umbrella policy and to support reporting and record keeping (incl. Bulletin, Duo, Eye, etc) |

| |
|---|
| Documentation |
| <ul style="list-style-type: none"> • Photograph workshops and organise into folders • Label and resize images for website and social media as required • Photograph or video special events and various activities to support reporting, marketing and record keeping • Request feedback from program participants in person and by follow up survey and relay to team • Request written reviews of certain programs for publication on Umbrella website and eNews |
| Attend art exhibitions and special events as required |
| <ul style="list-style-type: none"> • Gallery exhibitions • Special performances • Events held away from Umbrella Studio • Workshops, master classes and skills development • Education programs and youth events <p>*any events held outside of your normal hours will be negotiated with you – some flexibility will be required.</p> |
| Liase with key stakeholders |
| <ul style="list-style-type: none"> • You will be the Gallery's main point of contact for weekend audiences and a warm, friendly, reliable reception of all customers who enter our space is required • Request feedback and direction from Director and team • Acknowledge Sponsors as required • Contact artists for information such as artist statements and photos • Contact and negotiate with artists for workshop and event information |

Key Skills Required

- Strong interpersonal skills
- Good quality written and oral communication, including appropriate cultural sensitivity
- Demonstrated experience in supporting public programs in a gallery context
- Demonstrated experience in customer service and/or retail
- Demonstrated confidence in working independently with initiative
- Willingness to undertake physical tasks and have a sense of humour

Qualifications / Licences

- Art or museum related degree desirable but not mandatory
- Licence to drive a vehicle desirable

OTHER INFORMATION:

Contract Duration

6 months, Part-Time, to 14 July 2019, with a 2 month probation period.

(although this is initially a 6-month role, it is likely that it will be extended into the future. Further, there is the potential to grow this into a more substantial role for the right candidate)

HOURS OF WORK

| | | |
|-----------|------------------|------------------------------------|
| Monday | - | - |
| Tuesday | - | - |
| Wednesday | - | - |
| Thursday | - | - |
| Friday | 12:45pm – 4:00pm | 3.25hrs (day of the week flexible) |
| Saturday | - | - |
| Sunday | 9:00am – 1:00pm | 4.00hrs |

SALARY \$8,309.08 per year (\$4,154.54 over 6 months) + 9.5% superannuation and leave entitlements

TO APPLY

Please email your application to director@umbrella.org.au by Friday 14 December 2018 including a:

- Resume/CV (no more than two pages)
- Cover Letter addressing the key skills (no more than two pages)

For further information, please contact Kellie Williams, Director, Umbrella Studio Contemporary Arts on director@umbrella.org.au or 07 4772 7109.