

Position Title:	Retail Assistant
Department:	Venue Services
Classification/Level:	PCSR3 (\$17.07 per hour)
Term of Employment Contract:	12 months part time
Reports to:	Retail Coordinator
Direct reports:	N/A
Significant working relationships:	Retail Coordinator The General Public/Visitors to the AFC AFC Staff
Decision Making/Purchasing Authority:	Day to day decisions relating to operations carried out at the Showbitz location (within the framework of this position).
Special Conditions:	Out of hours work will be required from time to time.

Information on Adelaide Festival Centre	The Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the State. The AFC welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state.
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Department Overview	The Showbitz retail outlet aims to present an exciting array of Arts related merchandise that reflects and compliments AFC activities and programming and delivers profitable outcomes.
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Summary of Key Purpose:	This position will be responsible for: <ul style="list-style-type: none"> - Daily retail operations and sales, over a 5 day week from Wednesday until (and including) Sunday. - The delivery of exceptional consistent Customer Service - Providing general Information to the public.
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Key Result Area / Accountabilities: (This position will:)	KPI / Measurement: (How this will be measured:)
Deliver increased sales results to this business unit. Operate the bass ticketing system.	Sales targets achieved. Bass tickets sold efficiently.
Deliver exceptional consistent Customer service.	Increased retail customer base. Increased sales/profit to this unit.
Provide Arts/Show related information to the general public & engage openly in a welcoming style with customers about the products on offer	Demonstrates understanding of AFC events/activities & knowledge of the product range evident. Models excellent customer service behavior.
Balance takings on daily basis and efficiently compile Cash balance daily reports.	Cash balance daily reports completed accurately & on time. All discrepancies accounted for.
Present interesting and changing displays to reflect AFC activities.	Merchandise displayed and reflects current AFC events and activities.
Maintain a high level of Showbitz shop presentation.	Shop is tidy and clean at all times.
Abide by all AFC policies and procedures including OHSW, Customer Service and Records Management.	Understanding of policies and procedures demonstrated regularly through assistance provided to staff and appropriate behaviors.
Other duties as required	Responsibilities undertaken efficiently and within agreed timeframes.

Corporate Values:		
Value:	Detail:	Measurement:
1. We believe in the arts.	1. They are essential for a vibrant and healthy community. We provide an important service to the public.	1. Demonstrated passion for the arts
2. We are a leader in the arts.	2. We are proud of the leadership role we play in the arts.	2. Contribution to the promotion and achievement of the centre
3. We value our customers.	3. They are critical to our success. We respect, listen to and work with our customers and the community.	3. Demonstrated ability to provide outstanding customer service to both internal and external customers.
4. We achieve through teamwork.	4. By working as a team within the centre and actively seeking partnerships with other companies our achievements will be strengthened.	4. Strong commitment to teamwork and positive contribution to a cohesive team environment.
5. We support and value our employees.	5. It is integral to our success that employees feel supported, valued and acknowledged.	5. Demonstrated respect and professional behavior to others.
6. We believe in growth through improvement	6. Learning about new ways to improve our work will benefit the Centre and the community.	6. Demonstrated ability to review and improve the tasks and functions undertaken.

Key Competencies:	Requirement: (Essential / Highly desirable / Desirable)
Qualification/Education	Qualification/Education
Certificate in Retail or currently completing	<i>Desirable</i>
Knowledge/Skills/Abilities	Knowledge/Skills/Abilities
Extensive retail skills/sales experience	<i>Essential</i>
Strong customer service commitment	<i>Essential</i>
Merchandising experience	<i>Essential</i>
Strong communication and engagement skills	<i>Essential</i>
Cash handling skills.	<i>Essential</i>
Knowledge of H and L POS system	<i>Desirable.</i>

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Signature of Incumbent:

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Signature of Manager:

Date:.....

Date:.....