

<b>Position Title:</b>	Merchandise Salesperson
<b>Division:</b>	Customer Experience
<b>Department:</b>	Merchandise
<b>Classification / Level:</b>	PAC CS2
<b>Ordinary working hours &amp; days:</b>	Hours are dependent on theatre activity. Evening and weekend availability is essential.
<b>Reporting to:</b>	Retail and Tours Executive
<b>Positions reporting to this role:</b>	Nil
<b>Significant working relationships:</b>	<ul style="list-style-type: none"> <li>• Retail Team Leader.</li> <li>• External customers (other theatre and arts companies, general public, visitors, artists etc.)</li> <li>• Internal customers (employees of Adelaide Festival Centre Trust)</li> <li>• Front of House Supervisor</li> <li>• Merchandise Suppliers</li> </ul>
<b>Decision Making/Purchasing Authority:</b>	Decisions within delegated authority relating to the sale of merchandise on any given shift.
<b>Special Conditions:</b>	<p>The majority of hours for this role will be worked between the hours of 6pm and 11.30pm on any given performance night, however daytime availability will be required. Weekend availability is required.</p> <p>Lifting and moving of Merchandise is a requirement of this role.</p>
<b>Information on Adelaide Festival Centre</b>	<p>Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the state. Adelaide Festival Centre 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.</p> <p>Adelaide Festival Centre is located on Kurna Yarta. We respect First Nations people around Australia and acknowledge the Kurna people as the traditional custodians of the Adelaide Plains. We honour their relationship with country, and we do so in the spirit of reconciliation.</p>
<b>Department Overview</b>	Adelaide Festival Centre's Retailing Merchandise and Tour Operations aims to present a professional sales operation together with superior customer service to all patrons and visitors to the Festival Centre.

<b>Summary of Key Purpose:</b>	<p>This position will be responsible for:</p> <ul style="list-style-type: none"> <li>• Retail/merchandise point of sale operations, direct selling, troubleshooting, stock counts, cash banking and the compilation of sales reports as required.</li> <li>• Assisting with Ticketed Venue Tours</li> <li>• Accurate reporting of merchandise sales.</li> <li>• The delivery of exceptional consistent customer service</li> <li>• Providing general information to the public.</li> </ul>
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<b>Key Result Area / Accountabilities:</b>
Deliver an efficient merchandise sales operation, including up-selling of product range and spruiking if required.
Provide accurate product knowledge to customers and tour participants
Consistently balance shift takings and stock counts relevant to merchandise operations, including banking if required.
Present interesting visual displays associated with the merchandise range.
Maintain neat and clean merchandise counters.
<b>General</b>
Perform any other duties as directed by the manager, within level of skills, experience and competence.
Provide outstanding customer service on a daily basis by demonstrating respect, listening to and working with our customers, both internal and external, to achieve positive outcomes, where possible, for all involved.
At all times behave in a manner which is conducive to the values and expected behaviours at the Festival Centre and consistent with those prescribed in the Code of Ethics for the South Australian Public Sector.
Demonstrate appropriate behaviour and adhere to all Adelaide Festival Centre policies and procedures, including but not limited to equal employment opportunity and respectful behaviour the workplace
<b>EBMS (Event Business Management System)</b>
Employees are responsible for ensuring that they attend compulsory EBMS Training and seek further EBMS Training as needed to perform their role.
<b>Records Management</b>
All records created within the conduct of AFCT business to be managed in accordance with AFCT's Record Management Policy, associated policies, procedures and legislation.
<b>Work Health &amp; Safety Responsibilities (WH&amp;S)</b>
Care of your own health and safety and the health and safety of others.
Comply with any reasonable instruction from the Department of the Premier and Cabinet, and Adelaide Festival Centre, so far as you are reasonably able.
Cooperate with all reasonable the Department of the Premier and Cabinet, and Adelaide Festival Centre policies and procedures.

Comply with the WHS legislation by adhering to the WHS requirements set out in the Adelaide Festival Centre Trust's WHS management system.
Wear and maintain Personal Protective Equipment (PPE) as directed.
Use other safety and emergency equipment provided in the workplace.
Assist with and conduct risk assessments.
Report a hazard, incident, injury or illness arising from workplace activities within 24 hours.
Implement WHS policies, procedures and safe systems of work.

<b>Key Competencies:</b>	<b>Requirement</b>
<b>Qualifications / Education</b>	
Certificate III in Retail or currently completing similar related qualification	Desirable
<b>Knowledge / Skills / Abilities</b>	
Sound numeracy skills	Essential
Confident in public speaking	Essential
Strong customer service commitment	Essential
Strong communication and engagement skills	Essential
Able to work well in a pressure environment	Essential
Excellent time management and organisational skills	Essential
Proactive, enthusiastic, results oriented focus	Essential
Desire to contribute to a happy, healthy work environment	Essential
Ability to use initiative and work with minimal supervision	Essential
A passion for and strong understanding of the arts/ entertainment industry	Highly desirable
<b>Experience</b>	
Retail skills/sales experience	Essential
Exceptional cash handling skills/basic computer skills	Essential
Merchandising experience	Desirable

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Signature of Incumbent:

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Signature of Manager:

Date:.....

Date:.....