



Department of Local Government,
Sport and Cultural Industries

JOB DESCRIPTION FORM

ABOUT THE WESTERN AUSTRALIAN MUSEUM

The Western Australian Museum aims to inspire people to explore and share their identity, environment, culture and sense of place, and to contribute to the diversity and creativity of our world.

The Museum preserves, documents and shares collections relating to the State's natural and cultural heritage. It collaborates with people across Western Australia to share the stories and voices of diverse communities. It works alongside national and international organisations, contributing to global research, promoting life-long learning, and developing and hosting world-class exhibitions.

Established in 1891, it has evolved over the past 130 years to become a vibrant centre of inspiration, learning and enjoyment for all Western Australians, as well as the primary home of the State's natural science and cultural heritage collections.

Today, the Western Australian Museum has seven public locations and provides inclusive spaces where people can explore what it means to be Western Australian. It also has a Collections and Research Centre that houses more than eight million objects which are safeguarded for the benefit of future generations.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC). The Department facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

MISSION

To inspire and challenge people to explore and share their identity, culture, environment and sense of place, and to experience and contribute to the diversity and creativity of our world.

VISION

To be an excellent and vibrant Museum, valued and used by all Western Australians and admired and visited by the world.

VALUES

- Accountable
- Inspirational, Inclusive and Accessible
- Enterprising and Excellent
- Sustainable



DETAILS

Position Title	Position Number
Sales Assistant	12114
Classification Level	Award/Agreement
Wages	Cultural Centre SDA Agreement 2019
Directorate	Branch/Team
Engagement	Operations
Physical Location	Effective Date
WA Museum Boola Bardip	September 2020

REPORTING RELATIONSHIPS

Position reports to	Positions reporting to this position
Shop Supervisor	<ul style="list-style-type: none">• Nil

PURPOSE OF THE POSITION

To assist with the sales and successful operation of the WA Museum Boola Bardip shop, including stock control and shrinkage, sales and reconciliation, shop presentation and enhancing the customer experience.

STATEMENT OF DUTIES

Retail

- Sales and reconciliation for daily operations.
- Stock control including receiving goods and maintaining stock levels.
- Maintaining good product knowledge and relevance to Museum.
- Ensuring shop presentation and displays are maintained.
- Promotion of add on/up selling of current relevant stock related to exhibitions

Customer Service

- Promote a good customer experience for all WA Museum visitors and guests.



- Maintain a professional appearance and outlook
- Liaise and work with other WA Museum staff in a professional manner

Operational

- Operate the shop in a way that is consistent with operational plan
- Consult/liaison with supervisor as required on shop performance
- Other duties as required having regard for the skills, knowledge and abilities of the employee.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the DLGSC Code of Conduct;
- Comply with applicable DLGSC policies and procedures, WA Museum policies and procedures, and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential

1. Previous experience in a retail environment.
2. Demonstrated excellence in customer service skills.
3. Demonstrated experience in computerised point of sales system and cash handling and reconciliation.
4. Demonstrated ability to work independently and in a team environment
5. In the context of this role, have the ability to apply the principles of risk management, occupational health and safety, equal opportunity and diversity in the workplace.
6. Demonstrated ability to actively promote and encourage sales

Desirable

1. Knowledge of retail stock control.



KEY RELATIONSHIPS/INTERACTIONS

Retail Manager, Retail supervisor, VSO staff, Operational Staff, Customers, Suppliers

KEY CHALLENGES

Managing a retail shop in a public space and ensuring good customer service, stock control, and teamwork, working towards retail goals.

SPECIAL CONDITIONS

Working outside normal business hours (Museum operates 7 days week) a current (within 6 months) National Police Clearance Certificate;

Appointment is subject to:

1. Eligibility to Work in Australia.

Training:

1. Complete induction within three months of commencement.
2. Complete any training specific to the role required by Departmental or WA Museum policy.
3. Complete the Department's Accountability and Ethical Decision Making training within six months of appointment.

