## ABOUT THE WESTERN AUSTRALIAN MUSEUM

The WA Museum’s mission is to inspire curiosity to explore the past, question the present and shape the future.

Our work is diverse and collaborative; it is local, national and global. We aspire to be valued, used and admired by all Western Australians and the world.

WA Museum manages eight locations throughout Western Australia, including the award winning Boola Bardip in Perth Cultural Centre. We have a team of dedicated curators undertaking a wide range of research and caring for more than eight million objects for the benefit of future generations.

The Museum is a Statutory Authority within the Department of Creative Industries, Tourism, and Sport (CITS).

## OUR MISSION

Inspiring curiosity to explore the past,

question the present

and shape the future.

## OUR VISION

An informed and engaged community

working together for a better future.

## OUR VALUES

Respectful

Inclusive

Accountable

Enterprising

Recognition of Aboriginal

and Torres Strait Islander peoples

as the First Peoples of Australia

## ORGANISATIONAL PILLARS

|  |  |  |  |
| --- | --- | --- | --- |
| Sustainability | At the Heart of the Community | Aboriginal and Torres Strait Islander Peoples | State-wide |

## DETAILS OF THE POSITION

**Position Title**

Shop Assistant

**Classification Level**

Wages - Shop Assistant (SHOPA)

**Directorate**

Engagement

**Physical Location(s)**

WA Museum Boola Bardip, Perth

**Position Number**

11242/ 12114/ 12116/ 12117/ 14894/ 14900/ 15637

**Award/Agreement**

Cultural Centre SDA Agreement 2019

**Branch/Team**

WA Museum Boola Bardip / Operation

## REPORTING RELATIONSHIPS

**Position reports to**

WA Museum Boola Bardip, Perth

**Positions reporting to this position**

* 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 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 with respect to the scope 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 a computerised POS (point of sale) system, including in 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.
2. Visual merchandising.

## SPECIAL CONDITIONS

* + Work outside normal business hours (as Museum operates 7 days a week).

## APPOINTMENT IS SUBJECT TO

* Eligibility to Work in Australia.
* A current (within six (6) months) National Police Clearance Certificate.