



WAIHEKE COMMUNITY ART GALLERY POSITION DESCRIPTION

Position Title: Gallery Assistant, Waiheke Community Art Gallery Job Status: Casual	Reports to: Director, Waiheke Community Art Gallery Direct Reports: None Date: September 2022
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Job Purpose

The Gallery Assistant is responsible for providing manākitanga and kaitiakitanga to visitors, collections, and community for Te Whare Taonga o Waiheke – Waiheke Community Art Gallery (WCAG). This is a customer facing role requiring a commitment to excellent customer service, an understanding of contemporary art and personal values committed to supporting and enhancing diversity and community engagement.

The position holder is also required to make a commitment to the WCAG vision, mission, and values of the organisation.

Job Context

Te Whare Taonga o Waiheke–Waiheke Community Art Gallery has as its statement of purpose to be "To foster Waiheke as Auckland's "Island of Art". This is delivered through its mission "To promote community participation in the visual arts, foster local artists and provide exhibitions, learning and public programmes to Waiheke residents and visitors."

The Gallery Assistant works closely with other Gallery staff and volunteers to support the operational delivery of all activity including the Gallery exhibition, events and public programme and the biennial Sculpture on the Gulf exhibition.

The Gallery's reputation and performance will be enhanced through this role's commitment to excellence in customer service and communication.

Relationships

Internal

WCAG Committee/Board
 All Staff, Volunteers, and contractors
 WCAG Committee/Board/Subcommittees

External

Public
 External

Job Duties

Primary responsibilities

- Ensure the consistent delivery of manākitanga and exceptional customer service.
- Maximize the sale of exhibition works and retail store stock.
- Maintain accurate records of incoming and outgoing stock.
- Develop and maintain knowledge and understanding of exhibitions, retail store stock, the Gallery, and Waiheke Island.
- Provide administrative support for exhibitions, databases, communications, and marketing.
- Adhere to the maintenance of operational standards for Health and Safety, in line with WCAG Policy and national legislation.
- Availability to work varied hours and weekends.

Customer Experience

Enhance relationships and the reputation of the Gallery through positive public stakeholder engagement and communications including:

- Welcome visitors and maintaining high standard of gallery presentation during opening hours.
- Promptly answer incoming telephone calls and manage telephone enquiries.

- Engage with visitors and provide a welcoming informative gallery experience. EG. Inform understanding of exhibitions, artists, and the gallery store.
- By agreement represent the Gallery at openings and events on and offsite.
- Assist with the distribution of Gallery promotional material.
- Provide support for Exhibition install and deinstall and Learning & Public programmes.

Sales, stock, and records management

- Maximize customer experience and contact with a view to creating sales potential.
- Utilise Retail Manager for sales processes, stock entry, bar codes, till balances, sales records, and customer and supplier records.
- Complete detailed invoices for exhibition sales.
- Coordinate quotes and freight including deliveries and dispatch.
- Monitor procedures – maintain exhibition catalogues, sales records, laybys, visitor numbers.
- Maintain efficient and secure financial systems.
- Maintain security of gallery and stock.

Administration

- Review incoming emails and action in a timely manner.
- Record detailed daily notes for continuity in the communications book.
- Communicate inquiries and matters of importance as required.
- Assist suppliers and exhibiting artists.
- Attend to signage and labelling and collect mail.
- Attend monthly staff meetings when available. One hour paid time.

Cultural awareness

- Pro-actively engage with a wide range of cultures and associated traditions.
- Demonstrate a thorough understanding of appropriate tikanga and the organisations obligations in relation to Tiriti O Waitangi.
- Understanding of the organisation’s obligations in the cultural sector, Tāmaki Makaurau and Aotearoa.

Skills, Knowledge, and Competencies

Knowledge and Experience:

Essential:

- Customer service—experience working in a customer facing role.
- Knowledge of contemporary art and practice.
- Ability to work as part of a team.
- A high standard of personal presentation.

Skills, Qualifications and Demonstrated Competencies:

- Ability to work in a dynamic environment with competing priorities.
- Sound communication and interpersonal skills.
- Financially literate – experience in using financial processes and cash handling.
- Some experience in use of Microsoft Office applications (Excel, Word, PowerPoint, Outlook) and social media platforms.
- A tertiary qualification or relevant experience in an arts discipline.

Attributes:

- Well-spoken; approachable; resilient; high personal standards and integrity.
- Growth mindset and lifelong learner.