

## Visitor Services

### Volunteer Position Description

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**Reports to:** Gallery Coordinator

### About this Position Description

This position description is intended to provide an overall view of the role and may change from time to time.

### Primary focus of the position

To assist in the gallery's daily frontline operations including:

- Welcoming visitors to the gallery
- Answering phone calls and taking messages as required
- Ensuring that visitors do not touch or interfere with any of the artworks on display
- Maintain a list of the number of visitors to the gallery
- The provision of information relating to exhibitions
- The safety and security of visitors and artworks
- Be reliable and consistent in your approach to tasks

Optional:

- Assisting with the set up/pack up of events
- Assist with Dax Centre events during and outside normal business hours such as Gallery Openings and Public Programs

### Key selection criteria

To achieve the purpose of the position, the following attributes are required:

- Demonstrated well developed interpersonal and communication skills
- Ability to work with minimum supervision and in a team environment
- Experience in museum/gallery/retail or customer service environment
- Basic computer skills
- Demonstrated interest in and/or experience in the arts
- An understanding and awareness of mental health and mental illness and/or experience in the mental health sector
- An appreciation of cultural diversity and an ability to work with people from diverse backgrounds

- a demonstrated interest in social issues in Australia or internationally
- the capacity to provide an ongoing commitment of one or more 3 hour shifts per week or fortnight.

### **Background checks/requirements**

Should you be interested in this role, we will need to collect the following information prior to you commencing in the role;

- Completed EOI form
- Resume
- Cover Letter
- Working with Children Check (*this can be obtained for free by volunteers. List The Dax Centre as the organisation at this website: <https://www.workingwithchildren.vic.gov.au/>*)
- RSA (if serving alcohol)

*The Dax Centre is an Equal Opportunity Employer. Applicants from diverse backgrounds are encouraged to apply. All applicants will be considered for appointment without regard to race, religion, gender, sexual orientation, age or disability.*