

POSITION DESCRIPTION

Position title	Assistant Store Manager
Position status	Full-time, permanent
Remuneration	Salary package \$55,959 per annum (which includes gross salary of \$51,104 annum plus 9.5% employer's contribution to superannuation)
Team	Development and Enterprises
Reporting to	MCA Store Manager
Date reviewed	November 2017
Approved by	Director, Development & Enterprises

Overview of the MCA

The MCA's vision is to engage audiences with contemporary art and ideas through the presentation of a diverse program of exhibitions and special events. From major thematic exhibitions and surveys of established artists, solo exhibitions and artist projects, to new work by emerging artists, the MCA program covers the range and diversity of contemporary art.

By focusing on the work of living artists, the MCA is dedicated to delivering programs that present challenging and enriching experiences for visitors through its core activities of exhibitions and learning programs.

Located on one of the most beautiful sites in the world at Sydney's Circular Quay, the Museum of Contemporary Art opened to the public in 1991. Established by the University of Sydney through the J.W. Power Bequest with the assistance of the New South Wales Government, it is Australia's only contemporary art museum dedicated to exhibiting, interpreting and collecting contemporary art.

Overview of the Position

With a continued focus on customer service, and profit maximisation, the Assistant Store Manager is responsible for supporting the MCA Store Manager in the day-to-day operations of the retail store. In addition, the Assistant Store Manager will also support the Store Manager with administration duties, ensuring the smooth running of the store in their absence.

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Accountabilities of the position are:

Retail Sales

- Assisting customers with retail purchases from the store product range
- Effective and accurate operation, and integrity management of the computerised point of sale software
- Development of systems and strategies to improve store efficiency and increase sales
- Monitoring of customer behaviour to minimise shrinkage and maintain stock security
- Oversee store merchandising and display to ensure that visual merchandising conforms to store standards

Reporting and Inventory Management

- Reconciliation of daily banking and point of sale reporting
- Maintenance of POS inventory records
- Daily sales analysis, replenishment and reordering under the supervision of the MCA Store Manager
- Inventory processing duties including ordering, stock receiving, and shop floor replenishment
- Storeroom inventory management
- Key player in ensuring stocktake integrity
- Supplier returns

Administration & Support

- Administrative support to the store manager
- Cleaning and general housekeeping of the retail environment, including displays and retail storage areas
- Assists in the supervision and training of retail team members
- Managing and motivating retail team members to increase sales and efficiency

Change Management/Flexibility

- Ability to demonstrate support for innovation and for organisational changes required to improve the MCA's effectiveness

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- Work cooperatively with others to produce innovative solutions and recognise the merits of diverse perspectives and the ideas of others
- Able to see the merits of perspectives other than his/her own

Commitment to EEO Principles

Demonstrate commitment to, and knowledge of, the principles and application of equal employment opportunities and anti-discrimination legislation in the work place.

Workplace Health & Safety

Work in accordance with the principles of equity, access and fairness. Respect WHS work practices and procedures; work with due care and consideration to safeguard your own health and safety and the health and safety of others.

Key Selection Criteria

Essential

- At least two years proven experience as a senior retail assistant or retail assistant manager in a quality retail environment. Candidates must have experience with either book, fashion, homewares or design retail
- Experience in operating a computerised point of sale retail cash register, cash handling, reconciliation and inventory management
- Proven capacity to work under pressure and deal with demanding customers, and large groups
- Prior supervisory experience in a retail environment
- Experience with visual merchandising in a retail environment
- Excellent presentation, communication skills and outstanding customer service
- Attention to detail and highly organised
- Ability to work well within a small highly functional and motivated independent team
- Ability to work weekends, public holidays and late evenings as per opening hours

Desirable

- Knowledge of contemporary art, design, fashion, cult and popular culture
- A completed degree or currently studying for a degree in commerce, business or management; or TAFE retail certificate courses
- Previous experience in an arts or non-for-profit organisation or experience with arts-related clients
- Demonstrated interest in art

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Terms and Conditions of Employment

This is a full-time, permanent position, reporting directly to the MCA Store Manager. Appointment will be conditional on an initial 3-month probationary period which may also be extended at the MCA's discretion for additional three months; thereafter termination by either party will require written notice of at least 4 weeks.

Applications

Short listing for interviews will be based on applicants meeting the selection criteria listed in the position description. Please send your application, including names and telephone numbers of two referees and a statement addressing the selection criteria, to positionsvacant@mca.com.au.

The MCA is committed to equal opportunity and diversity. The MCA promotes a work environment that is free from discrimination and harassment, and where individuals are treated with fairness, equality and dignity.