

Volunteer Job Description

Program: Towers of Tomorrow

Position Title: Towers of Tomorrow Volunteer: Construction Supervisors

Role:

Volunteers play a vital role in the day- to-day activities of Rockhampton Art Gallery. Volunteers are committed to providing a highly professional and informative service. They require a strong commitment to customer service and a willingness to enhance their knowledge of arts and culture and Council procedures to assist them in their role. Gallery Volunteers should attempt to exceed customer's expectations when responding to enquiries and processing sales.

As a Towers of Tomorrow Volunteer you will be responsible for:

Ticketing

- Tickets\Ticket receiving

Customer service

- Attend to enquiries in person, internal and external customers in a prompt, professional and courteous manner
- Project a professional public image by being courteous and dealing effectively with exhibitors, visitors and Gallery staff
- Provide support to the Gallery staff
- complete statistical data for Gallery visitation and support visitors to undertake visitor surveys

Working on a rotating roster - you can work as many shift as you like during the day that has the below shifts Daily:

- Shift 1 - 9.30 - 1.00pm (3.5hrs)
- Shift 2 – 12.00pm – 3.30pm (3.5hrs)
- Shift 3 – 2.30pm - 6.00pm (3.5hrs)

Invigilation

- Looking after artworks (Lego Sky Scrapers)
- Monitoring visitors and assisting them when needed
- Guiding Visitors from the Gold Room to the Range Room
- Assist in the deconstruction of Lego models as required throughout the course of the exhibition

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Clean and tidy

- Ensuring that the Gallery spaces are clean and tidy at all times and that there is no floating Lego pieces in the space that could cause an injury.

Scheduling:

The ticketed times commence 10 December 2016 with on the job training from the Gallery Staff. Training will be provided by Gallery staff on Wednesday the 23 November 2016, 4-5pm.

Ticketed times for Lego sessions are:

- 10am - 11.30am
- 11.30am - 1pm
- 1pm - 2.30pm
- 2.30pm - 4pm
- 4pm - 5.30pm

Required Skills/Experience:

- Well organised, committed and reliable.
- Able to work unsupervised.
- Good verbal communication skills.

Benefits:

- Complementary Friends of the Gallery membership for 1 year
- Unlimited free coffee and tea from pop up shop
- An exclusive talk to volunteers from by Ryan McNaughton in December
- Unlimited access to the exhibition when not rostered on
- Opportunity to engage with the public
- Able to enjoy a range of art exhibitions and programs
- Opportunity to meet other people interested in art
- Be a valuable member of the Rockhampton Art Gallery team
- Contribute to cultural development in the community

Reports to:

Rockhampton Art Gallery Administration Officer

Contact:

Rockhampton Art Gallery
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Rockhampton QLD 4700
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