

# EXPRESSIONS ARTS AND ENTERTAINMENT CENTRE

## POSITION DESCRIPTION RETAILING & TOURISM OPPORTUNITY

**POSITION HOLDER:** Visitor Services Officer

**RESPONSIBLE TO:** Administration & i-SITE Manager

**EMPLOYED FOR:** Weekend Job Share Position (every alternate weekend)  
8.45am to 4.15pm and other shifts as rostered

## INTRODUCTION

Expressions Arts & Entertainment Centre is a community facility opened in September 2003 to meet the cultural and recreational needs of the Upper Hutt community. Expressions Trust operates the Centre and plans a vibrant series of internally generated and travelling exhibitions sourced locally, from within New Zealand, and from overseas in Mount Marua Gallery. The associated Mitre 10 Mega Gallery is a gallery space with an interactive component for children and families. The Rotary Foyer provides a further dynamic and interactive entertaining and exhibiting space. Expressions also sells locally and nationally sourced, high-quality art and craft products on a commission basis. The complex also includes a cafe, the 200 seat Genesis Energy Theatre which is available to local and touring performance artists, and Riverstone Recreation, a large hall used extensively by sporting and recreation groups. All elements of Expressions may be leased for private or commercial functions and events.

From June 2012, the i-SITE Visitor Information Centre opened at Expressions. The i-SITE includes taking bookings and providing advice to visitors on activities, attractions, accommodation and transport.

## PURPOSE:

The Visitor Services Officer is responsible to the Administration & i-SITE Manager and is the first point of contact with visitors and local residents in the community and to provide them with comprehensive, objective and accurate information regarding visitor attractions, accommodation, transport and general information in respect of the district. Other duties include ticket sales, artwork sales and answering enquiries about exhibition programmes and theatrical performances. This position is also responsible for routine administration and financial duties for Expressions and Upper Hutt i-SITE.

To support the effective operation of the front desk and to maintain this area on a daily basis including the i-SITE brochure stands.

KEY AREAS	RESPONSIBILITIES	PERFORMANCE MEASURES
To act as the first point of contact to visitors and local residents in the community and to provide them with comprehensive,	Telephone point of contact with the public Reception and information duties for visitors	Performed to the satisfaction of the Administration & i-SITE Manager No significant public complaints

<p>objective and accurate information regarding visitor attractions, accommodation, transport and general information in respect of the district.</p> <p>To sell and place bookings on visitors behalf for attractions, accommodation and transport</p>	<p>Sales of artwork, catalogues and sales-on-behalf</p> <p>Ticket sales for the Centre and other organisations</p> <p>First point of contact with visitors and local residents in the community</p> <p>Provide comprehensive, objective and accurate information in respect of the district.</p>	<p>Performed to the satisfaction of the Administration &amp; i-SITE manager</p>
<p>Administration duties</p>	<p>Administrative support for the Centre as required.</p> <p>Filing correspondence and maintaining records.</p> <p>Maintenance of Centre statistics ensuring reconciliation of usage statistics.</p>	<p>Performed to the satisfaction of the Administration &amp; i-SITE Manager</p>
<p>Financial Duties</p>	<p>Maintaining financial records</p> <p>Cash handling for sales</p> <p>Preparation for banking including reconciliation of gallery sales, account payment and ticket sales to point of sale</p>	<p>Records up to date and maintained to Audit NZ standards</p> <p>Cash and banking records accurate and complete</p>
<p>Special Projects</p>	<p>Special projects associated with the i-SITE as agreed with the Administration &amp; i-SITE Manager</p>	<p>Projects completed to the satisfaction of the Senior Administrator.</p>

### PERSON SPECIFICATION:

- Knowledge of the technical requirements of the position
- Experience in administrative and financial clerical duties
- Excellent customer service skills

## **KEY RELATIONSHIPS**

### **Internal**

- Administration & i-SITE Manager, Director, Operations Manager, Curator
- Expressions staff
- Friends of Expressions
- Volunteers (gallery minders and ushers)

### **External**

- Visitors
- Local businesses
- Promoters
- Upper Hutt City Council staff