

POSITION DESCRIPTION

POSITION TITLE	Visitor Services and Administration Intern
BUSINESS UNIT	Partnerships & Communication
REPORTS TO	Visitor Services Officers, Visitor Services Coordinator, Head of Marketing, Director Partnerships & Communication
STAFF REPORTING TO	Nil
START DATE	Dec 2017
END DATE	3 month placement
REQUIREMENT	1 day a week

PURPOSE

Carriageworks is on track to attract a million visitors this year and 2 million by 2021. It is our Visitor Services team that plays a significant part in ensuring each and every visit is a memorable one. The Visitor Services and Administration Intern will work as part of dynamic and customer orientated front-line team to assist in the effective coordination of administrative tasks and Carriageworks' visitor experience.

This is an excellent opportunity to connect with other like-minded arts and culture enthusiasts. You will receive first hand training from curators and staff about the exhibitions and get behind-the-scenes experience with Australia's largest and most significant contemporary multi-arts institution as we host a diverse program for Vivid Sydney at Carriageworks 2017.

KEY RESPONSIBILITIES

- Welcome visitors and provide information on current and future programs
- Support Carriageworks in the delivery of high quality customer service
- Assistance of all enquiries via phone, email and face-to-face at the Visitor Services Desk
- Assist in the coordination of Carriageworks Volunteer Invigilators
- Assist in the start-up / shut down and security of artworks and exhibitions
- Assist in cloaking services, mail delivery and local residents letters
- Assist in the coordination of meeting room bookings and courier deliveries
- Assist in the coordination of digital display screens and Carriageworks collateral
- Assist the Visitor Services team with ticketing, guest lists and Opening Night functions
- Observe and follow all Work, Health, and Safety regulations and safe working practices

SELECTION CRITERIA

- Demonstrated experience in a customer service role
- Ability to multitask and coordinate administrative responsibilities and competing deadlines
- Familiarity with the online environment and electronic communication mediums
- Familiarity with Carriageworks and its position within the local and national arts sector
- Computer literacy skills in Microsoft Office, and internet/email correspondence
- Flexible approach to working hours, including the capacity to work evenings and weekends for performances and events.

CARRIAGEWORKS

PERSONAL ATTRIBUTES

- Ability to interact, liaise and communicate effectively and easily with a broad range of internal people in a professional and ethical manner
- A positive and enthusiastic attitude with a commitment to the arts
- High level organisational, planning, time management and problem solving skills
- High level attention to detail
- High level presentation and interpersonal skills
- Ability to cope with high pressure situations and competing deadlines
- Patient, amiable and good humoured

APPLY

Applications addressing the Selection Criteria should be emailed to info@carriageworks.com.au with the internship position title in the subject heading. Carriageworks supports workplace diversity and is an equal opportunity employer.

Applications close 5pm Friday 8 December 2017.