

## JOB DESCRIPTION - STRATHEARN ARTS RETAIL ASSISTANT

LOCATION:	STRATHEARN ARTS BOX OFFICE, CRIEFF
TERM:	FIXED TERM – beginning November 2023 to end February 2024
HOURS:	Varied – 18 hours per week during our opening hours: Tuesday to Saturday: 10am to 4pm. Advance working pattern provided & covers a 6 week rolling period
HOURLY RATE:	£11.05/hr
REPORTING TO:	Box Office Co-ordinator

### STRATHEARN ARTS

Strathearn Arts (SA) was established as a registered Scottish charity in 2013 to promote and advance the arts, culture and heritage to residents of, and visitors to, the Crieff and Strathearn area. The Board of Trustees, Members and Volunteers work together in partnership to develop and host recreational, educational and cultural activities and encourage the community to participate in and develop activities in pursuit of these aims.

### THE BOX OFFICE

Our Box Office is open to the public from Tuesday to Saturday from 10am. In addition to being the focus for general enquiries related to Strathearn Arts and to sell tickets to events etc, the Box Office is also a retail space for local artists and makers to sell their products directly to the public. We also sell a range of local interest and arts-related books and other items.

### ROLE AND RESPONSIBILITIES

<b>General</b>
<ul style="list-style-type: none"><li>• Ensure high levels of customer satisfaction through excellent sales service including welcoming and greeting customers and providing proactive customer service.</li><li>• Manage point-of-sale processes including cash, card transactions, sales records, product packaging/gift wrap.</li><li>• Ensure the shop is clean and tidy and products are presented in their correct location/style.</li><li>• Ensure shelves and display units are replenished with products after sales etc.</li><li>• Liaise with artists and makers to provide sales information, restock etc.</li><li>• Receive and document any new stock delivered and ensure it is displayed or stored appropriately.</li><li>• Keep up to date with product knowledge and be able to accurately describe product features and benefits.</li><li>• Respond to telephone and in person enquiries to Strathearn Arts as required.</li><li>• Follow Strathearn Arts' policies and procedures at all times.</li><li>• Ensure the security of the building (lock-up, alarm etc).</li><li>• Other appropriate tasks and duties as may be needed to support Strathearn Arts.</li></ul>
<b>Box Office (Shared responsibilities between the team)</b>

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| <ul style="list-style-type: none"><li>• Represent Strathearn Arts and manage the Pop- Up Box Office at off-site events.</li><li>• Upload events to Eventbrite.</li><li>• Add event tickets to Zettle.</li><li>• Ensure digital display is refreshed.</li><li>• Create event posters, ads and Mailchimp headers using Canva branded templates.</li><li>• Send weekly What's on Mailchimp newsletters.</li><li>• Send monthly What's on to Quair and press listings.</li><li>• Creating visual content for social media.</li></ul> |
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#### SELECTION CRITERIA

- Experience in retail or similar environment using own initiative and with minimum supervision.
- Experience with point of sale/card transaction systems and cash handling
- Good communication/inter-personal skills.
- Customer service experience with ability to maintain a high level of customer care.
- Excellent organisational skills, strong attention to detail
- Presentable, trustworthy, punctual, efficient
- Ability to work using own initiative as well as part of a team

#### APPLICATION PROCESS

Please submit your application via the 'Apply to join the Strathearn Arts team' link on our recruitment page by 12 noon on Friday 27 October 2023 – there's also an option to upload your CV & a covering letter there.

Interviews will be held on Thursday 2 November 2023

The successful candidate will be asked to provide details for 2 reference contacts which we will contact prior to our formal offer letter.