MoB MUSEUM OF BRISBANE

Position Description

Position Title: Retail Assistant
Department: Engagement
Reports To: Retail Manager
Award: Amusement, Events and Recreation Award - Grade 3 (Casual)

About Museum of Brisbane

Museum of Brisbane (MoB) is dedicated to celebrating the stories, places, and people of Brisbane. As the City's leading social history and art museum, MoB offers a vibrant, inclusive and dynamic program of exhibitions and programs year-round for locals and visitors to the City.

Purpose of Position

The Retail Assistant delivers exceptional customer service, supports sales, and maintains a well-presented, fully stocked Museum of Brisbane Shop. This role enhances visitor engagement by sharing product knowledge and showcasing locally made and designed items, fostering a positive shopping experience and driving strong sales.

Key Responsibilities

- Deliver warm, friendly service to ensure a welcoming and enjoyable shopping experience.
- Share the stories behind our locally made products to engage and inspire customers.
- Keep the shop organised, well-presented, and visually appealing, including displays and the front counter.
- Assist with pricing and restocking to keep products readily available.
- Help maintain smooth and efficient online and in-store operations.
- Collaborate with the retail team to foster a positive and supportive work environment.
- Take all safety measures when performing duties to ensure the safety of yourself and others and comply with Museum of Brisbane's Workplace Health and Safety (WHS) policies, procedures, and Government legislation.
- Other duties from time to time as required.

Selection Criteria

The successful applicant will demonstrate all or most of the following:

- Experience in a similar retail role, with a proven ability to deliver prompt, efficient, and personalised customer service.
- Experience with ecommerce platforms like Shopify or Lightspeed is preferred but not required.
- Strong interpersonal skills, with the ability to work both independently and collaboratively within a team.
- Demonstrated experience in cash handling and transaction processing.

Required

- Blue Card Certification
- First Aid including CPR

Where not already held, these may be obtained following appointment.