



Estuary Arts Centre Charitable Trust  
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[www.estuaryarts.org](http://www.estuaryarts.org)

## Customer Service Administrator – Job Description

**Job Purpose:** To assist customers and student with class, exhibition and venue hire inquiries. Manage the client database. Coordinate the 60+ volunteers, organise the rosters, training and recruitment. Oversee the art studios, Health and Safety best practice, studio equipment maintenance. Manage studio venue hire and the Weka stock inventory.

**Reports to:** EAC Centre Manager

**Hours:** 21 hrs per week

### Our Vision Statement

The Vision of the Estuary Arts Centre is to be an engaged, sustainable, progressive, World-Class, accessible to all Arts organisation

### Our Mission Statement

- Provide and maintain appropriate resources to achieve our goals and our Vision
- Provide Education opportunities at all levels
- Deliver Exhibitions that challenge, inspire and stimulate thought and dialogue
- Ensure Leadership that connects well with Stakeholders and Community, maintaining good process, policy and people practices

## Role of Customer Service Administrator

### Customer Service

- Public “front of house” contact.
- Manage customer enquiries via phone, email and in person, processing and placing orders whilst creatively problem-solving independently, delivering quick responses to customer queries.
- Assist volunteers with customer service enquiries and reception duties when busy or absent.
- Ensure marketing material is always printed and readily available for customers and volunteers.
- Distribute and disseminate student, volunteer and visitor feedback through direct and informal surveys and report findings, trends to the Manager.

### Administration:

- Student enrolments: ensure student details are recorded accurately and enrolled using the appropriate procedures.
- Client database is kept up-to-date
- Manage timely correspondence with students regarding class commencement, class inquiries, complaints, cancellations, transfers and refunds
- Working with the education coordinator to ensure class tutor roles are kept up to date
- Manage monthly Exhibition/s data input. Ensure Exhibition contracts are signed, filed and data up-to-date.
- Generate exhibition labels / catalogues

**Gift Shop:**

- Accurate gift shop stock-control management using the appropriate procedures
- Gift shop storage and correspondence with artists regarding replacing, removing stock in a timely fashion
- Source new gift shop stockists
- Keep contracts and database of stockists up-to-date and accurate
- Investigate and manage an on-line sales shop
- Develop a planned approach to commercial retailing of classes, artwork and gift shop items with monthly analysis or trends

**Volunteer:**

- - Manage the weekly volunteer roster and exhibition opening volunteer help. Ensure that weekend slots are always filled
- - Volunteer training, ensure new volunteers are given the appropriate contracts, induction and training with an experienced volunteer
- - Health and Safety is a priority with all volunteers in their daily duties and provide training where needed.

**General Duties and Responsibilities**

- Be punctual and work the hours and times specified
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard
- Support and help develop a positive workplace culture
- Demonstrate excellent interpersonal communication skills
- Responsibly manage all business resources within accountability levels
- Undertake all duties and responsibilities outlined in this Job Description and all other duties as required by the business
- Comply with all employment obligations
- Promptly undertake to complete all reasonable and lawful instructions and directions given
- Serve the business in good faith, promoting and protecting the business's best interests
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing other in the workplace

**Skills, experience and education**

- Excellent computing skills including MS office suite
- Accurate data entry skills
- A passion for the arts
- A passion for the local community
- Retail experience
- Marketing knowledge