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Front of House Volunteers:

Organisation: Centre for Contemporary Photography (CCP)

Employment Type: Volunteer

Location: Centre for Contemporary Photography
404 George Street
Fitzroy VIC 3065

Hours: 4-7 hours per week
11 am – 6 pm, Wed - Sun
Regular Front of House Volunteers undertake 1 shift per week throughout the exhibition calendar

Position Description:

Front of House Volunteers act as the first point of contact for all visitors to CCP, and essentially perform a skilled role without which CCP would not be able to operate on a daily basis.

For this reason CCP requires volunteers with excellent interpersonal and communication abilities, good customer service skills, a high attention to detail, knowledge of and interest in contemporary photography and art, as well as the confidence to represent CCP to the public in a professional and friendly manner.

Principle Duties:

- Welcoming and engaging with gallery visitors
- Accurately recording visitor attendance
- Answering and redirecting phone calls and taking messages when necessary
- Managing and responding to emails
- Accurately responding to visitor, email and telephone enquiries
- Activating the CCP x Third Drawer Down shop
- Accurately processing sales

- Facilitating bookings for weekend photography courses and membership payments
- Administering visitor surveys
- Assisting with social media postings of events and exhibition openings at both CCP and other arts organisations
- General administration tasks
- Ensuring that the gallery and CCPxTTD shop is clean and tidy at all times
- Invigilating exhibition spaces

As CCP evolves to meet the changing needs of its strategic objectives, so will the roles required of its volunteers. Volunteers should be aware that this document is not intended to represent the full scope of the role.

Requirements:

Front of House Volunteers are required to attend training sessions/social nights which are held once per round of exhibitions. There will be approximately 6 of these gatherings per year. Individuals unable to attend these evenings must attend the Artist Floor Talks or they will be unable to volunteer for the subsequent exhibition.

Front of House Volunteers are required to answer visitor enquiries regarding exhibitions and must be able to talk about the works and artists in a knowledgeable manner. It is therefore paramount that they attend on-going training.

Organisational Relationships:

Internal:

- Front of House Volunteers report directly to the Front of House Manager.
- Provide support to CCP staff including the Director, General Manager, Managing Curator, Associate Curator, and Design and Communications Coordinator

External:

- Provide excellent customer service to all visitors and external stakeholders

Applications:

To apply please complete the online volunteer form on CCP's website:

<http://www.ccp.org.au/volunteers.php>

Enquires:

Please direct all enquiries to the Front of House Manager, Sophie Gigas, at frontofhouse@ccp.org.au