

**Lake House Arts Centre**  
**37 Fred Thomas Drive**  
**P.O. Box 33-1037**  
**Takapuna,0740**  
**Tel: 09-4864877**  
**Email:manager@lakehousearts.org.nz.**



### **CUSTOMER SERVICE (Weekend Supervisor) - JOB DESCRIPTION**

<b>Responsible to</b>	The Manager
<b>Hours of Work</b>	10-3 Saturday or Sunday
<b>IT and software requirements</b>	<ul style="list-style-type: none"> <li>• Microsoft Office (Word, Outlook, Excel, Access and Powerpoint)</li> <li>• Internet explorer or firefox</li> <li>• InDesign and Photoshop (not necessary but would be helpful)</li> </ul>
<b>General Customer Service</b>	<ul style="list-style-type: none"> <li>• Answer all phone, in person and email enquiries</li> <li>• Process payments for membership, venue hire, class bookings</li> <li>• Answer questions about current exhibitions and classes</li> <li>• Record visitor numbers</li> </ul>
	<ul style="list-style-type: none"> <li>• Art class bookings and birthday party bookings into the booking system and calendar where necessary</li> <li>• In all cases the customer service person will tend to the public's needs with sensitivity and professionalism in order to grow and develop Lake House clients and members.</li> </ul>
<b>Gallery / Shop</b>	<ul style="list-style-type: none"> <li>• Clean shelves and keep shop tidy</li> <li>• Process shop and gallery sales</li> <li>• Record sales accurately</li> </ul>
<b>Venue Hire</b>	<ul style="list-style-type: none"> <li>• Check the outlook calendars daily for venue hire bookings</li> <li>• Manage venue hire requirements on day (organise venue requirements, clean-up, tea/coffee supplies, data projector, whiteboard, screen)</li> </ul>
<b>Website/database Entry</b>	<ul style="list-style-type: none"> <li>• Input current membership data</li> <li>• Input student data</li> <li>• Ensure that children's emergency contact details are up to date and correct</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Any other tasks as allocated by the Manager</li> </ul>