

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Photographer / Photographic Lab Operator	LOCATION:	Hamilton Island
DIVISION:	Retail, Activities and Marina	DIRECT REPORTS:	Nil
REPORTS TO:	Photography Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	September 2012		

JOB PURPOSE

Day to day operation of the photographic minilab and retail outlet and to actively seek and capture images of resort guests. To maintain a high level of guest satisfaction with achieving maximum revenue, and ensuring all Hamilton Island Resort policy and procedures are adhered to.

JOB RESPONSIBILITIES (NOT LIMITED TO)

- To ensure that all photographic opportunities are captured for the benefit of our guests and to guarantee maximum revenue
- To work within a photographic retail environment actively producing photographic goods to the highest standard, selling and promoting the goods and services offered by Hamilton Island Photography
- To ensure all procedures are followed in respect to machine maintenance and process control monitoring
- Day to day operation of Hamilton Island Photography including cash handling, POS reconciling and opening and end of day procedures
- Maintain cleanliness and tidiness of store whilst ensuring shelves are restocked at all times
- Develop sales with an approach to maximize up selling techniques
- To make yourself available for training and workshops in the development of your skills and knowledge of photography
- To participate in the development of Hamilton Island Photography as a business, actively working with both management and staff to improve and create services and products
- Liaise with store management on special requirements of guests and guest satisfaction
- Responds to all guest queries and complaints in a prompt and courteous manner, taking positive action to ensure a maximum level of guest satisfaction
- To be proactive with the promotion of all island activities and support the products and services of Hamilton Island Photography
- To ensure all personal and HI Photography photographic equipment used is maintained and in good working order at all times
- Attend all department briefings, training sessions and meetings as requested by management

EXPERIENCE & QUALIFICATIONS

- Higher School Certificate or equivalent (Essential)
- Required to provide all photographic equipment for this position, including a high-end digital SLR camera, high-end wide angle lens, portrait lens, and telephoto lens, and a high powered flash unit. All related back up equipment is also required (Essential)
- Retail experience (Desirable)

PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Proven customer service skills
- Friendly attitude
- Flexible with hours of work

KEY WORKING RELATIONSHIPS

- Guests
- Other outlets
- HIE Executive Team and Stakeholders





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