



**Culture First.**  
Supporting Aboriginal Art Centres  
of Central Australia

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	SAM Platform Client Liaison Coordinator
<b>EMPLOYMENT BASIS:</b>	Full time - 12 month contract (Further terms subject to funding)
<b>SALARY RANGE:</b>	\$80,000 - \$90,000
<b>REPORTS TO</b>	SAM Platform Manager
<b>LOCATION:</b>	Remote
<b>LAST REVIEWED:</b>	April 2026

### Organisation Overview

Desart is the peak body for Central Australian Aboriginal art and craft centres in the cross-border regions of the Northern Territory, South Australia and Western Australia. Founded in 1992 and incorporated in 1993 under the Northern Territory Associations Act, Desart's current membership comprises 40 independently governed Aboriginal art centres within a complex geographic and culturally diverse region.

We believe that a strong, collective voice is critical in promoting and highlighting all aspects of the industry, influencing government policy and the legal frameworks that best protect the intellectual property rights and intrinsic cultural values of Aboriginal artists.

Desart is committed to ensuring its services and strategic priorities continue to privilege and respect Aboriginal cultural knowledge as the basis from which to engage and participate in all levels of art centre operations. We consult extensively with our members to develop programs and services based on the principles of capacity building and industry best practice. We collaborate with our membership and key industry stakeholders and build partnerships that help achieve the best possible outcomes for our members.

### About the SAM – Stories Art Money – Platform

**SAM** is an online artwork management and archival system that Desart developed for Aboriginal and Torres Strait art centres nationwide. This is the administrative tool that art centres use on a daily basis to manage their collection and perform important functions such as cataloguing works, documenting provenance, tracking sales and consignments, managing artist accounts and stocks and more. This platform reaches beyond Desart's membership to support 105 Aboriginal and Torres Strait Islander art centres nationally.

Desart is launching a new and improved SAM Platform that all ATSI art centres will move to.

<https://desart.com.au/news/sam-rebuild-announcement/>

An opportunity now exists to expand the SAM team and include a SAM Client Liaison person.

## How to Apply

Please provide a cover letter (no more than one page) and your responses to each of the selection criteria on page 4 of this document and a current CV with at two referees and address: Confidential SAM Client Liaison Coordinator to Desart Corporate Services Manager Paul Sweeney c/- [csm@desart.com.au](mailto:csm@desart.com.au) all applications must be received by midnight CST Friday 22<sup>nd</sup> May 2026.

For further information about this role please contact SAM Manager Bronwyn Taylor [sam@desart.com.au](mailto:sam@desart.com.au)

## The Role

The SAM Platform Client Liaison Coordinator will be the first point of contact for SAM Clients and enquiries. The key role will be to triage these enquiries and allocate to the appropriate SAM Team member or outsource to our technical support provider.

As the first point of contact to the help line you will be a key communicator who will direct enquiries, answer where possible, provide some level of training in the new SAM system over the phone. Maintaining accurate records of the calls/emails using our phone and support software systems.

The role will involve engaging with a diverse range of stakeholders and clients from a range of backgrounds, including remote Aboriginal & Torres Strait Islander art centres. You will provide support to both SAM Clients and the SAM Team.

SAM Team consists of the SAM Platform Manager, SAM Training and Communications Coordinator and SAM Rebuild Engagement Coordinator.

You will be working with a remote team so experience with remote relationships, networking and teamwork is an advantage.

**Aboriginal and Torres Strait Islander people are encouraged to apply.**

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## Duties

### Communications

- Maintain positive, trusting, open communications with SAM clients and stakeholders via various methods of communication and provide general customer service (responding to emails and phone enquiries).
- Support and troubleshoot as required with the SAM Team staff and the SAM Maintenance & Support contractor

- Triage all incoming support requests (phone, email, automated, or in person,) to accurately determine the issue and its urgency/impact to business or end user.
- Ability to troubleshoot basic hardware/software issues and determine appropriate resources needed for resolution.
- Communicate with audiences from a range of cultural and social backgrounds, educational levels and multilingual competencies
- Maintain and develop strong, positive relationships with diverse Aboriginal & Torres Strait Islander art centre staff and industry stakeholders, actively engaging to build rapport.
- Support the onboarding of art centres to the new SAM system
- Sales and marketing as required
- Initiate and support development of Mailchimp and other forms of communication updates to art centres.

### **Training**

- Deliver basic SAM Training to Aboriginal and Torres Strait Islander art centre staff over the phone and online as required
- Maintain and update the SAM Help Centre and online resources
- Trouble shoot with linkages to the SAM Learning Management System
- Maintain and develop training resources as needed

### **Administration**

- Tracking communications with the SAM Platform team via Zen desk ticketing system.
- Keep the Art Centre Contact Details Database up to date
- Update the SAM Help Centre with Knowledge Base information and FAQs
- Monthly reporting to the SAM Platform Manager on tasks completed
- Other administrative duties as required

### **Working Relationships**

- Reports to and receives direction from the SAM Platform Manager
- Works collaboratively and respectfully with all Desart staff
- Maintains effective and collaborative working relationships with Desart member organisations, relevant industry stakeholders, government agencies and service providers.
- Regular meeting and clear communication with the SAM Platform team

### **Additional duties**

- Improve processes and innovation where possible.
- Support implementation of new systems
- Other duties as required to support art centres engagement with SAM

- Other duties that are safe, legal and logical while being within the limits of the employee's competence and training and consistent with the position classification.

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<b>SELECTION CRITERIA</b>
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**ESSENTIAL**

1. Demonstrated experience working with SaaS-based platforms and database management systems.
2. Technical experience in previous role
3. Excellent communication skills and experience in a customer service role
4. Experience in teaching, training or mentoring
5. Understanding of the Australian Aboriginal and Torres Strait Islander arts industry and Aboriginal art centre model
6. Mature and confident ability to respond to situations in a flexible, practical, culturally responsive way
7. Highly developed interpersonal, oral and written communication skills, including high level cultural competency and the ability to communicate in a intercultural, multi-disciplinary environment
8. Sound IT skills and experience in Zen desk or similar ticketing and help centre management system. Experience in Microsoft Office, Office 365, Adobe suite, Teams or ZOOM.

**DESIRABLE**

1. Experience using SAM Stories Art Money
2. Understanding of the national arts industry and key stakeholders, particularly in relation to Aboriginal and Torres Strait Islander arts
3. Experience teaching IT skills
4. The ability to travel interstate
5. Ability to work as a team and maintain collegial relationships remotely

<b>ADDITIONAL CONDITIONS OF EMPLOYMENT</b>	
<b>Pre-employment checks</b>	<ul style="list-style-type: none"> <li>• Proof of identity</li> <li>• Criminal History/Police Check</li> </ul>
<b>Other</b>	<ol style="list-style-type: none"> <li>1. Willingness to undertake the following training (paid for by Desart) and commit to refresher courses as needed:               <ul style="list-style-type: none"> <li>- 4WD training</li> <li>- First Aid Certificate</li> </ul> </li> <li>2. Work is generally conducted within the organisation's regular business hours, however some occasional our of hours work may be required depending on the cirumstances.</li> </ol>

**APPROVED COPY**

Signed.....

Date:...../...../.....

**CHIEF EXECUTIVE OFFICER**

**AGREEMENT:**

I have read this Job Description, understand its contents and agree to abide by it to the best of my ability.

.....  
Employee Name (please print)

.....  
Employee signature

...../...../.....  
Date