



## **Be a Woodwind & Brass Musical Instrument Repair Technician**

Do you play a woodwind or brass instrument? Do you have a keen eye for detail and the patience to work with tiny parts? Are you a problem solver? Do you enjoy taking things apart and putting them back together again? Do you work well under pressure? Are you a keen learner who is happy to accept constructive feedback?

If so, a career as a Musical Instrument Repair Technician might just be the thing for you, and we can help you find your way into this exciting world.

We are offering the successful applicant the rare opportunity to train as a Woodwind and Brass Repair Technician while actively working in our business as a Retail Assistant.

### **What to Expect**

You will join our team as a Beginner Repair Technician as well as a Retail Assistant on a permanent part-time basis.

Apart from working in the retail store, you will receive paid on-the-job training in woodwind and brass instrument repair. Weekly training sessions will be held at pre-arranged times within your regular work hours. We estimate the training program to take approximately two years to complete. Prior knowledge of musical instrument repair is not required.

After an initial trial period of 10 weeks, a performance review will be conducted to assess the work you have undertaken in the retail store and your aptitude for repair work. This review will determine if your employment and/or training can be extended.

While initially you will work under the supervision of experienced repair technicians, the expectation is to gradually work more independently as your skills develop. By the end of the training period, it is expected that you will be able to independently service and repair student-level flutes, clarinets, alto and tenor saxophones, trumpets, French horns, and low brass instruments.

Upon successful completion of the training period, we hope to retain you on a permanent basis, depending on business needs and performance.



## **Beginner Musical Instrument Repair Technician and Retail Assistant**

**Applicants, please note:** to thrive in this role, we require candidates to have substantial experience playing at least 1 woodwind and/or brass instrument, whether past or current. If you lack this knowledge and experience, we kindly ask that you refrain from applying.

### **About Us**

Established in 2015, Leisure Coast Wind & Brass is a prominent woodwind and brass store nestled in the heart of Wollongong. We specialise in providing the community with top-quality musical instruments, accessories, and professional repair services. Our commitment to customer service excellence, competitive pricing, and a diverse product range sets us apart in the industry. We take pride in being the go-to destination for schools, community bands, and hundreds of woodwind and brass musicians of all walks of life.

Our team consists of highly qualified staff with extensive experience in both music performance and music education, further enhancing the level of expertise and guidance we provide.

### **Our Ideal Team Player**

- You are an experienced and preferably active woodwind and/or brass musician.
- You show passion for your work and for the betterment of the business.
- You have a can-do attitude, are keen to learn new skills, and willingly accept constructive feedback.
- You are proactive, work with minimal supervision, and are not easily distracted.
- You offer exceptional customer service that keeps customers coming back.
- You pay attention to details: from a dusty shelf to an unsafe workshop floor, you notice it all and action it immediately.



## **Key Duties and Responsibilities**

### **1. As a Beginner Repair Technician**

- Safely operate and handle a variety of hand tools, machines, chemicals, and other materials, adhering to WHS policies and procedures.
- Learn, practise, and fine-tune skills in woodwind and brass instrument repair and maintenance.
- Support senior technicians with complex repair and overhaul projects.
- Provide exceptional customer service by answering questions, alleviating concerns, and generating accurate repair/service estimates.
- Maintain accurate records of repair work and inventory.
- Maintain a clean and safe work environment.
- Participate in ongoing training and professional development.

### **2. As a Retail Assistant**

- Interact with customers in-store, on the phone, and online.
- Offer exceptional customer service: answer questions, address concerns, and assist in overcoming objections.
- Manage in-store and online customer purchases, returns, and exchanges.
- Handle customer complaints with a calm and professional approach.
- Maintain computer records and sales data accurately.
- Ensure the store's cleanliness and hygiene standards are upheld.
- Unpack and display products, and keep stock replenished.
- Assist in conducting inventory counts.
- Perform additional duties as assigned, such as organising and participating in store events.



## Qualifications & Requirements

- **Qualifications:** High school diploma or equivalent.
- **Police Check:** Clear police check or willingness to obtain one.
- **Basic Tools Knowledge:** Familiarity with basic hand tools.
- **Physical Ability:** Capable of standing for long period as well as moving, lifting, and manipulating heavy instruments (up to 40 kg).
- **Language Skills:** Excellent spoken and written English.
- **Computer Skills:** Intermediate Microsoft Office skills and willingness to learn point-of-sale systems.

## How to Apply

If you think you are suited for this position, we'd love to hear from you.

To apply, please visit [www.lcwb.com.au/jobs](http://www.lcwb.com.au/jobs). You will be required to complete an online application form and upload your resume and cover letter.

Your cover letter must include:

1. Your qualifications.
2. Your musical experience, including any woodwind and/or brass instruments you play.
3. Reasons why you believe your skills and background make you a good fit for this role.
4. A paragraph of at least 50 words explaining your motivation to train as a musical instrument repair technician.

Applications close **Friday 4<sup>th</sup> October 2024**. Only shortlisted candidates will be contacted and invited for an interview.

Thank you for your interest in working with us.