



POSITION DESCRIPTION

Position Title: Venue & Theatre Services Assistant
(0.8 FTE – 28 hours / week)

Location/Branch/Department: BM Theatre & Community Hub

Position Classification: Band 1 Level 4 Grade 1

POSITION PURPOSE/OBJECTIVE

The Venue & Theatre Services Assistant is a permanent part-time position at the Blue Mountains Theatre & Community Hub. The objective of the position is to support the Venue & Theatre Services Officer in maintaining high levels of customer service to patrons of the Hub facility. This role is multi-faceted and includes coordination of bar services, theatre ushering, box office support and working within the Hub staff team to ensure the efficient and professional operation of the facility.

RELATIONSHIPS

Reports to: Venue & Theatre Services Officer

Key Internal Relationships: Liaises with Operation Staff on an event basis

Key External Relationships: Venue hirers, suppliers, user groups and patrons

SPECIFIC RESPONSIBILITIES

Front of House responsibilities:

- Oversee the operation of the Hub Bar, staff and volunteer ushers.
- Ensure that end of shift cash reconciliation processes are followed
- In consultation with the Venue & Theatre Services Officer, ensure that all bar stock is maintained.
- To ensure the building is vacated and secured after events, in line with operational procedures.
- Facilitate communication between front of house and technical team members during events to ensure performance timelines are met.

Box Office Responsibilities:

- Provide a high level of customer service to all internal and external customers.
- Facilitate Box Office sales transactions via phone and in person.

- Report any unresolved issues relating to patrons / ticketing to the Venue & Theatre Services Officer for resolution.
- Ensure daily banking processes are carried out as per protocol.

Staff / volunteer coordination:

- Under direction from the Venue & Theatre Services Officer, assist with the rostering of Hub casuals / volunteer ushers.
- Coordinate the recruitment, training and rostering of volunteer staff

Other duties:

- Assist with facilitating venue hire enquiries
- Assist with room setups for venue hire
- Assist with event coordination where necessary
- Other duties as required

Please note that this position will be required to work across a 7 day / week roster and at times the bulk of the hours will be spent on weekends across matinees and evenings.

COMMUNICATION

- This job requires written communication skills which enable the job holder to complete standard forms.
- The job holder is required to facilitate ticket sales within a box office environment, facilitate sales of merchandise and refreshments and provide a high level of customer service.
- The jobholder is required to provide information to customers from diverse backgrounds and assist with routine service problems and should recognise when a problem is 'too delicate' or 'volatile' to be handled by self and refer to others.
- Required to provide service to internal customers as a regular part of the job. Service includes answering queries, providing documentation, sourcing advice and referring queries to appropriate personnel.
- Expected to cooperate and communicate with co-workers in creating smooth workflow, including assisting with each other's work when necessary.
- This job requires communication skills which enable the job holder to perform the following activities:
 - Provide information and explain situations
 - Sell, persuade, influence
 - Participate in meetings/group discussions
 - Advise or recommend
 - Negotiate or persuade

- The job holder is required to interact with the following groups or individuals within and outside the council on a regular basis and for the purpose shown below:

Provide and obtain information:

- Commercial/industrial/development representatives (eg. vendors, clients)
- Community organisations - service clubs etc
- Employees of other councils
- Local Business
- General public
- Patrons

Negotiate or persuade:

- Members of the public/residents/ratepayers

JUDGEMENT & PROBLEM SOLVING

- Problems are solved by the examination of readily obtained information and the selection of an appropriate solution from a number of options.
- The jobholder is required to contribute to work improvement processes, making improvements to existing methods and techniques.
- Little planning is required since activities are self-regulating or monitored by others.
- Broadly understand the section's goals and how the job role contributes to them. Be familiar with Council structure, products and customers. Understand the overall organisation's vision and direction.

AUTHORITY

- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor.
- Decisions made by the job holder affect the work and activities of others within the section or from a specific project team.
- The jobholder is responsible for ensuring that operational safety standards or other requirements are met at an operational level.
- The job holder has little or no responsibility for budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

- Basic working knowledge of several functions plus specialisation in customer service, front-desk and retail. Jobs requiring general schooling in a wide range of subjects, with specialist training to TAFE Certificate Level 3 or equivalent (4 years part time).
- It would be expected that the person would have one, but less than two year's experience.

SPECIALIST KNOWLEDGE AND SKILLS

- The operational knowledge needed by the jobholder includes knowledge of the structure and functions of several departments.

In addition, the job holder requires the following level of technical skills.

Expert Knowledge areas:

- PC Applications Software (eg Office suite, ticketing, POS systems)
- Switchboard Operation
- Customer Service (redirecting enquiries, retail sales, bookings)
- Retail (stock management, merchandising, stock display, sales, eftpos / cc transactions)
- Cash Handling
- Reconciliations

Solid Working Knowledge areas:

- Customer service

ESSENTIAL CRITERIA

1. Qualifications and / or experience in front-facing customer service within a multi-faceted work environment.
2. Ability to relate effectively to the local community, Council staff, national and international visitors, performers and artists.
3. Experience in cash handling, electronic transactions, stock-taking and reconciliation of daily sales.
4. Demonstrated experience in retail POS systems and database applications.
5. Understanding of public theatre and /or public cultural facility operations
6. Ability to work across a 7-day roster system with limited supervision, prioritise work commitments and meet deadlines.

DESIRABLE

1. Event management experience
2. RSA Certification

3. Current First Aid certificate.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

*Note - To be completed with the Recruitment Requisition form by the requesting Manager/Supervisor. Please contact the OH&S Officer if assistance is required in completing this form.

Position: _____ **Venue & Theatre Services Assistant** _____

Responsible Manager/Supervisor: ___ **Venue & Theatre Services Officer** _____

Signature: _____ Date: _____

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed, ratings as follows:

No Exposure = 0	Low Exposure 0 – 2hrs daily = 1
Medium Exposure 2 – 4hrs daily = 2	High Exposure 4 – 8hrs daily = 3

PHYSICAL REQUIREMENTS				WORKING CONDITIONS			
Heavy Manual Tasks	1	Shoveling/Digging	0	CHEMICALS		PHYSICAL	
Light Manual Tasks	2	Pushing loads > 5kgs	1	Dusts	0	Inside Work	3
Repetitive Lifting	0	Pulling loads >5kgs	1	Liquids	0	Outside Work	0
Trunk Twisting	1	Frequent bending/ stooping	1	Mists / Fumes	0	High Temperatures > 38deg	0
Standing for extended periods	1	Sitting for extended periods	2	Gases/Vapours	0	Low Temperatures < 3 deg	0
Kneeling for extended periods	0	Hearing above background noise	2	Odours	0	Operating Machinery	0
Extend arms for reaching	1	Walking on uneven ground	0	Working with Solvents	0	Working Near Machinery	0
Elevating arms above shoulder height	0	Walking for extended periods	0			Working at Heights	0
		Colour Vision	0	BIOLOGICAL		Noisy Work Areas	1
Climbing to access/ exit excavations	0	Depth Perception	0	Possible exposure to Hepatitis A, B, C	0	Vibration	0
Throwing	0	Balancing	0	Pesticide Spraying	0	Confined Spaces	0
Crawling	0	Fine Manipulation	0	Herbicide Spraying	0	Prolonged Driving (periods > 2hours)	0
				Possible exposure to Tetanus	0	Working Alone	2
						Overhead Work	0
USE OF PERSONAL PROTECTIVE EQUIPMENT						Use of Computer for screen based activities.	2
Safety Boots/Shoes	0			BIOMECHANICAL		Prolonged Sitting (periods > 1hour)	3
Dust Mask/ Respirator	0			Repetitiveness	0	Prolonged Standing (periods > 1 hour)	2
Protective Eyewear	0			Fatigue	0		
Ear plugs/Muffs	0						
Hard Hat	0						

Provide a brief description of the job requirements:

This position involves a variety of tasks, including setting up and packing up furniture and equipment. Good manual dexterity is required to fulfil the duties of the role.