

## Position Description

<b>Position title:</b>	<b>Customer Experience Coordinator</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Customer Service
<b>Reports to:</b>	Manager, Civic Services
<b>Direct reports:</b>	20 + casual staff
<b>Salary point:</b>	11
<b>Work location:</b>	Civic Theatre
<b>Date revised:</b>	January 2021

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Civic Services?

Civic Services is responsible for many activities across the fields of entertainment, cultural development, venue and event coordination, food and beverage, volunteering, charity partnerships and services for tourism. We manage some of the City's most valuable assets – Newcastle City Hall and the Civic Theatre, as well as the Civic Station building which houses our Visitor Information Centre, and multipurpose Function Centre at Fort Scratchley. Our people are passionate about Newcastle, culture, supporting the community and the venues we look after. We aim to preserve our valued community assets while ensuring full use is made of them, to the benefit of the community.

### What's the focus of this position?

This focus of this position is to provide a first-class live performance or event experience to customers of the Civic Theatre and associated venues or locations. The primary objective is to create a safe and welcoming environment for all visitors where staff are happy to help and can answer any question. This post is also responsible for maximising sales and delivering operational excellence in all areas. The position will also develop and build strong cross departmental and organisational links within CN.

**What you'll be doing:**

- Lead the Customer Experience team to deliver internal and external front of house services with a vision of developing and implementing a world class customer experience, along with optimising profitability and cost effectiveness.
- Develop and monitor strategies to generate and improve revenue whilst tracking and managing point of sale logistics. Make informed strategic decisions through use of visitor statistics and data as well as feedback from touring companies and clients.
- Manage the usage and presentation of foyers and public areas for all events, by liaison with programming, marketing and promotions as well as venue staff. Liaise with key stakeholders, including the maintenance and cleaning teams, to maintain and improve the presentation of the Civic Theatre to the public.
- Lead, motivate and develop the Customer Experience team to deliver the highest standard of customer service for visitors; including staff training, recruitment, performance appraisals and performance management. Produce staff rosters and allocate responsibilities for the Customer Experience Team to ensure optimum staffing of the area. Manage leave for the Customer Experience team and review and approve timesheets.
- Develop and maintain excellent working relationships across all Civic Services departments to ensure there is a high level of collaboration and teamwork. Relieve and support the Food and Beverage Coordinator as required.
- Assist in the management of Civic Theatre programming, focussing on increasing visitor patronage.
- Manage operational budgets and revenue targets, in consultation with the Civic Theatre Manager, by monitoring expenditure and reporting on performance against strategy, budget and agreed timeframes.
- Undertake WHS responsibilities as a WHS RAA Level 5 employee and ensure regular training in Emergency Procedures for the Customer Experience Team.
- Carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

**The essentials you'll need:**

- Demonstrated experience in live performance, cultural or hospitality industries at a senior supervisory level.
- Experience in engaging, supervising, training, rostering and working alongside casual staff and volunteers.
- Demonstrated ability to work within financial targets and operational budgets.
- Demonstrated ability to identify and deliver new business opportunities and strategies, including the ability to network externally in order to keep abreast of recent developments.
- Demonstrated capacity in business planning within a hospitality and/or live performance venue environment.
- Demonstrated knowledge of industry practice and regulations with regard to WH&S, emergency and standard operating procedures for public assembly facilities.
- Sound understanding of point of sale and stock management systems within a food and beverage environment including cash handling, office administration and staff supervision skills.

- Excellent communication skills, both oral and written, with proven results in effective and positive relationships with colleagues and the general public.
- Flexible with availability to work weekends on occasion.
- Hold current RSA certification and Working with Children Check.

**Other valuable skills you may have:**

- Passion for the performing arts.
- Knowledge and demonstrated experience in setting up and managing profitable bar operations.
- Experience in using Event Management software (eg Ungerboeck)
- Experience in implementing systems that track visitor statistics and the ability to leverage resulting data to implement best of business audience development strategies.
- Event conceptualisation and management experience.

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	