

Position Description

Position title:	Civic Theatre Casual Customer Experience team member
Directorate:	City Wide Services
Service Unit:	Civic Services
Reports to:	Customer Experience Coordinator
Direct reports:	Nil
Salary point:	LTCA 2 - 7
Work location:	Civic Theatre or other location used for presentation of live performance or event by Civic Theatre
Date revised:	March 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?

We provide services to the community across the fields of entertainment, cultural development, venue and event coordination, food and beverage and 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 the Fort Scratchley Function Centre. 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 position works collaboratively within a team to provide our customers with a first-class live performance or event experience. The primary objective is to create a safe, welcoming environment and ensure seamless service delivery. Together the team ensures that from arrival at the venue, all services provided to members of the audience are delivered at the highest possible standard, and that customers have the best possible experience.

This is a casual position working in one or more of a range of roles within Customer Experience. All roles are customer facing. You should also refer to the document **Duties Statements Customer Experience** which describes the duties related to each role.

Available roles are:

CX Team Member	LTCA 2 - 3
CX Team Member (tours)	LTCA 3 – 5
CX Team Leader	LTCA 6 – 7

What you'll be doing:

- Provide a positive, exceptional and accessible service to all customers and colleagues.
- Ensure the Venue is well presented and manage the consistent delivery of leading-edge customer service in all public and Front of House areas.
- Take action on items for immediate attention for example monitor cleaning requirements, restocking of leaflets and bar items.
- Ensure auditorium, foyers and front of house spaces are maintained to high standards, reporting issues to the relevant team member for action.
- Check tickets, welcome audiences, give directional advice, and respond to any queries with sound knowledge of Civic Services programming and upcoming events, as visitors enter the venues and bar spaces.
- Assist in driving sales and maximising income through the sale of ice creams, merchandise and confectionary.
- Assist with the setting up of events, including moving furniture and other items.
- Actively improve your skills and level of service to Civic Theatre customers and clients with the ability to work across all areas.
- Follow Civic Theatre procedures, work plans and duty statements for particular work and skill areas.
- Contribute to work process improvement, effective teamwork and the high standard of live performance and event delivery.
- Ensure that workplace health and safety is a top priority in all aspects of your work.
- Be proactive in effectively resolving any issues brought to your attention, escalating these to the Food & Beverage Coordinator or Customer Experience Coordinator if needed.
- You will be required to 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:

- A well-presented, positive and hands on attitude using a flexible approach in order to provide the best visitor experience with proven ability to assist customers in a helpful, courteous and confident manner and to stay calm under pressure.
- A collaborative and problem-solving approach to your work, open to learning and always looking for ways to improve service delivery.
- An active team worker with the ability to establish good working relationships and to support and co-operate with others.
- Computer literacy, numeracy and experience in money handling.
- Effective written and verbal communication skills, pleasant and cooperative demeanour and professional presentation.

- A commitment to providing the best possible outcomes for customers and the Theatre.
- Available to work shifts during the day, night and over weekends as well as flexibility to work a broad span of hours and at short notice where required.
- Interest in live performance, theatre or similar.
- Valid Working with Children Check (WWCC).

Other valuable skills you may have:

- Responsible Service of Alcohol (RSA) certificate.
- Experience in the smooth operation of a bar including set up, mixology, assisting in the set up and pack down.
- Formal theatre qualification to a minimum level of a Certificate III in Live Production and Services (NSW TAFE) or part completion, or able to demonstrate equivalent practical experience.
- Demonstrable ability to deal with cash handling, card sales, reconciliation and banking in an accurate manner.
- Experience of delivering training and presenting effectively to large groups.
- Experience in a customer facing role in a multifaceted arts environment.
- Experience using computerised ticketing and event management systems or similar.
- Experience liaising with visiting companies and other departments to ensure effective planning prior to events.
- Ability to proactively collate event reports using event management and ticketing systems to be circulated to all employees. Ensure that up to date and detailed information is available for briefing and circulation. If details are not held on systems track down information needed.
- Experience delivering informative and inspiring tours to customers, ensuring delivery reflects a full knowledge of the building and organisation (full training will be provided).

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. We may require you to obtain specific qualifications required for the position, at our expense. You will be required to provide a Police Check and Working with Children Check and undertake a medical prior to engagement.

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.

Employee Name:	
Employee Signature:	
Date:	