

POSITION DESCRIPTION

FRONT OF HOUSE (FOH) ATTENDANT

Position Description

Directorate:	Financial and Commercial Services
Reports to:	TCT Operations Coordinator
Position Number:	CF6
Classification:	Grade 1 in Council's salary system
Location:	Narrabri Shire
Award:	Local Government (State) Award

This document describes the key responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Narrabri Shire Council core values, Code of Conduct and Equal Employment Opportunity Principles.

Position Objective

To provide outstanding customer service to the clientele of The Crossing Theatre through effective customer service operations and by always striving to exceed customer expectations.

Key Responsibilities

Operational

- Aid in the coordination of daily activities and functions of customer service operations of The Crossing Theatre, including the café, candy bar and cinema/box office services as well as other functions, performances, and events.
- Provide professional table service to customers of the Crossing Café including greeting and seating guests, taking food and drink orders, preparing drink orders, delivering drinks and meals, answer customer enquiries or seek advice where necessary, make menu recommendations and cross sell/up sell items.
- Provide feedback on opportunities to improve the guest experience and opportunities to improve operations across service delivery areas.
- Use a point-of-sale system and handle cash in accordance with organisational policies and procedures.
- Provide professional candy bar and cinema services including ticketing, ready to eat food items and movie recommendations.
- Contribute to financial targets by ensuring efficiency in operations, minimising wastage, and fostering positive relationships with customers to create repeat clientele.
- Adhere to Food Safety Standards, Responsible Service of Alcohol and Movie Classification legislation.

- Perform basic projectionist tasks such as starting cinema projectors and troubleshooting basic errors.
- Receive and manage telephone and counter enquiries in a professional manner.
- Ensure all areas of The Crossing Theatre are cleaned and maintained to the highest standards including public and non-public areas, outside areas, and lavatories.
- Always ensure a high standard of personal presentation.
- Respond to customer enquires and complaints and escalate as appropriate.

General

- Comply with Council's Corporate Values, policies and procedures.
- In accordance with the Workplace Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
- The Crossing Theatre is a 7-day operation including nights and events. Employees are required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations where required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.

Reporting Relationships

Direct Reports	Nil
Indirect Reports	Nil

Compliance Training and Licence Requirements

This position needs to be able to attain and uphold the following licences/accreditations:

- Current NSW Responsible Service of Alcohol (RSA) Certificate.
- Current NSW Working with Children Clearance.
- Current Food Handlers training

Authority and Delegations

Authority and delegations applicable to this position are laid out in Council Policies and Delegations Register, which are updated from time to time. Refer to these controlled documents for accurate and specific information.

Selection Criteria

Preferred

- Is reliable and punctual.
- Demonstrated customer service experience, including the ability to work with the public and in a team environment.
- Well-developed verbal communication skills.
- Demonstrated mathematical ability and/or knowledge of point of sale systems.
- Well-developed organisational skills including the ability to prioritise, multitask and work within a fast-paced environment.
- Availability to work weekday and weekend shifts including day, afternoon, evening, and night shifts as required.
- Demonstrated ability to solve problems and use initiative in the workplace.
- Sound keyboard and computer skills, including working knowledge of the Microsoft Office suite of programs, and the ability to become proficient in corporate software programs.

Desirable

- Qualifications in hospitality.
- Local Government experience, with experience in NSW being preferred.

Document Review Date

August 2023

I hereby agree that this role statement accurately reflects work requirements.

Authorisation

Manager People and Values:

Director:

General Manager:

Employee:

Name

Signature

Date (dd/mm/yyyy)