

SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Usher (PAC & Cinema)
Classification:	Band 1 Casual
Position Number:	152.1
Business Unit:	Performing Arts / Cinema
Directorate:	Planning and Development
Reports to:	Venue Operations Coordinator

Our Vision and Values

Vision

Southern Grampians is a growing inclusive and connected community that fosters sustainability, diversity and innovation

Values

Innovative – we will be open to new ideas, will welcome creativity and embrace change

Respectful – we will be caring, accept differences and value diversity

Collaborative – together we will work smarter to achieve agreed common goals

Trusting – we will be open, honest and brave

Empowering – we will delegate opportunities, and develop and inspire success

Child Safety

Southern Grampians Shire Council is a child safe organisation, committed to the Victorian Child Safe Standards and principles

COVID-19

COVID-19 vaccination is a requirement of all Local Government Workers

Position Summary

To provide exceptional customer service to the Cinema and Performing Arts patrons

Key Responsibilities

- Selling tickets to Cinema patrons
- Check tickets and assist patrons to their seats
- Selling Cinema and PAC kiosk items to patrons
- Selling programs and merchandise to patrons
- End of shift banking
- Cleaning of all spaces when required
- Cleaning and restocking kiosk areas
- Carry out occasional light administrative duties for example sending out pamphlets
- Attending staff meetings and training sessions when required

Emergency

- Alert Centre Manager or Duty Manager to any emergency situations
- Assist in guiding patrons to the Emergency Exits in the event of an emergency

Extent of Authority

- Accountable for the provision of evacuation guidance in the event of an emergency
- Authority to request patrons to remain in the foyer until management declares doors open
- Authority to direct patrons to their allocated seats
- Authority to provide information to patrons about the performance, as supplied by Centre Management
- Commit to and adhere with Child Safety standards and Council's requirements

Judgement and Decision Making

- The nature of the work is clearly outlined with established procedures that are in place within the Cinema and PAC

Specialist Skills and Knowledge

- An interest in performing arts and film is desirable

Management Skills

- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for their own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contribute to OHS consultation processes
 - Prompt reporting of hazards and incidents

Inter-personal Skills

- Well-developed verbal communication skills
- Excellent customer service skills
- The ability to work both independently and as a part of a team
- Ability to work in a calm manner when under pressure

Compliance with Legislation and Policies

- Adhere to all current relevant codes of conduct and legislative requirements including but not limited to:
 - Southern Grampians Shire Council Policies and Procedures
 - Southern Grampians Shire Council Staff Code of Conduct
 - Privacy and Data Protection Act 2014 (Vic)
 - Equal Opportunity Act 2010 (Vic)
 - Occupational Health and Safety Act 2004 (Vic)
 - Government/Industry Codes of Conduct
 - The Southern Grampians Shire Council Enterprise Agreement
 - The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety and wellbeing of Council employees by:
 - Taking reasonable care for their own health and safety and the health and safety of others within the workplace
 - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contributing to OHS consultation processes
 - Promptly reporting hazards and incidents

Qualifications and Experience

- Working with Children's Check

Key Selection Criteria

The employee will demonstrate the following:

- Customer service experience
- Good communications skills
- Ability to work well with a broad range of people and in difficult situations
- Flexibility in meeting the unit's need for staffing during evening and weekend; performances and screenings
- Cash handling experience

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

Signature: _____

Date: _____