

POSITION DESCRIPTION

Position Title	Front of House Attendant
Position No.	585
Position Status	Casual
Business Unit	Arts and Culture
Division	Community and Culture
Classification	Band 1
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	March 2021
Approved By	General Manager Community and Culture

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution-oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

POSITION OBJECTIVE

Provide support and customer service to patrons and assist in the smooth operation of events and performances held at the Wedge performing arts centre.

ORGANISATIONAL RELATIONSHIPS

Reports to	Coordinator Theatre Administration
Supervises	NIL
Internal Liaisons	All Council staff
External Liaisons	Patrons, presenters, artists and general public

DELEGATIONS/AUTHORISATION

This position has no delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Accountability and Extent of Authority

- Customer service and providing and maintaining a pleasant and safe environment.
- Identifying potential problems and providing appropriate solutions.

Judgement and Decision Making

- Ability to respond to enquiries from patrons or redirect where necessary.
- A logical approach to problem solving.
- Ability to take direction and learn new tasks.

Specialist Knowledge and Skills

- Proven background in customer service.
- Proven background in dealing with difficult customer situations.
- Demonstrated ability to take initiative.
- Attention to detail.
- Strong literacy skills – ability to read and comprehend show reports, to complete post show reports and ticketing.
- Strong verbal communication skills to interact with people and give guidance.
- Strong computer skills with the ability to learn new software such as the ticketing system for the Centre's Box Office

Management Skills

N/A.

Interpersonal Skills

- Demonstrated ability to communicate clearly with customers and colleagues.
- Ability to contribute to a successful team environment.
- Ability to maintain a positive and friendly attitude at all times.

Qualifications and Experience

- Previous experience in a customer service-based role.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- Working with Children Check
- Health Monitoring as required (including legislated hearing tests, immunisations, and / or medical examinations as documented in OH&S Management System Section 14 – Work Health Monitoring).

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and Occupational Health and Safety requirements incl. task analyses (if applicable).

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work-related activities including documentation and administration as per the Council's records management policy and adherence to the written style guide.
- Be familiar with and understand the strategic and operational risks relating to your business unit, advise supervisors of any new risks you may identify, and provide input, assistance and advice where applicable.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC - RESPONSIBILITIES

- Directing patrons to seats, take appropriate action as problems arise, assist patrons with special requirements, monitor access to areas, and carry out emergency procedures as necessary in accordance with business unit process.
- Sell tickets using the Box Office ticketing system in accordance with Councils cash handling policy.
- Sell programs and merchandise including handling cash and balancing a cash float in accordance with Councils cash handling policy.