

Position Title	Event Services Attendant
Status	Casual
TEC Position Number	TEC_ED_2001
Payroll Position Number	70090157
Employment Agreement	SCEC Certified Agreement
Classification Level	1
Department	Events Services
Version Control	Version 5
Date last reviewed	April 2022

THE EVENTS CENTRE

The Events Centre is the Sunshine Coast's premier performing arts venue and hosts a range of entertainment events, cultural events, meetings, recreation and commercial activities and opportunities for the local community and visitors to the Sunshine Coast.

The Events Centre is operated by The Sunshine Coast Events Centre Pty Ltd, an independent venue management company owned by Sunshine Coast Council.

PRIMARY ROLE

The Events Services Department is The Events Centre's front line for food and beverage event activities including conferences, functions, a la carte dining, buffets, function catering, cafes, bars, and external event services.

The Event Services Attendant reports to the relevant Supervisor for the efficient and effective provision of the Centre's event services.

Event Services Attendant may be required to work at different locations from time to time. Availability and commitment to undertake work on weekends, public holidays and after-hours as required. The Event Services Attendant will be required to wear a uniform as prescribed.

KEY RESPONSIBILITIES

- Provide event services duties including event guest attendant, food and beverage attendant, café services, bar services, and cashier.
- Maintain a high focus on safety, event requirements and customer expectations.
- Achieve excellence in customer service and effective communication between staff, supervisors, and volunteers.
- Accomplish a level of service quality which consistently exceeds the expectations of patrons, guests, and customers of the Centre.
- Provide promoters and clients with service support to ensure they obtain the best experience and value from using the venue, facilities, and services
- Facilitate a safe and enjoyable patron experience reflecting a courteous image to the community.
- Provide communication and signage to ensure that patrons are aware of risks and rules of the theatres including advice and announcements.
- Provide liaison and support for Volunteers to maintain a high level of rapport.

- Provide feedback and actively participate in a team-based approach for the provision of positive customer service outcomes.

NOTE: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

WORKPLACE HEALTH & SAFETY

- It is a condition of employment that the incumbent undertakes to observe, understand and perform all duties in accordance with workplace health and safety legislation, regulation, and applicable policies.
- Commitment to the Work Safe : Live Well 7 Safety Essentials
- Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

REPORTING

Reports to:	Conference and Events Manager
Leadership/Supervision:	Interns, Trainees
Internal Liaison:	All SCEC staff and volunteers
External Liaison:	Members of the public, Hirers, business partners Sunshine Coast Council staff.

DELEGATIONS

Financial Delegations:	Nil
Management of Contracts:	Nil

SELECTION CRITERIA

- Demonstrated experience in cash handling (float reconciliation and EFTPOS is desirable)
- Substantial interpersonal skills including conflict resolution and negotiation with the ability to liaise and communicate effectively with a wide range of people.
- Ability to work flexible and irregular hours, sometimes late evenings, as required by the events schedule
- Willingness to provide a high level of customer service
- The ability to work effectively as part of a team
- An understanding of relevant work health and safety principles and legislation
- The ability to fulfil the essential requirements and key responsibilities and of the position.

QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

Essential

- Responsible Service of Alcohol

Desirable

- Customer service training and experience in a similar event services role (minimum two (2) years)
- Current Working with Children Suitability Card
- First Aid Certificate
- Knowledge of EEO legislation, work health and safety issues, duties and responsibilities as applicable to this position
- Current drivers' licence – "C" Class

Note: Training will be provided on the job, but it is expected that employees take every opportunity to develop their own skills and abilities by attendance at training courses and additional appropriate study as opportunities arise.

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

Julian Gibbs - Conference and Events Manager
 The Events Centre Pty. Ltd.
 PO Box 5, Caloundra Q 4551
 Ph.: (07) 5491 4240 or email: hr@theeventscentre.com.au

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I,, accept the Position Description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date:/...../.....
Signature of Employee