

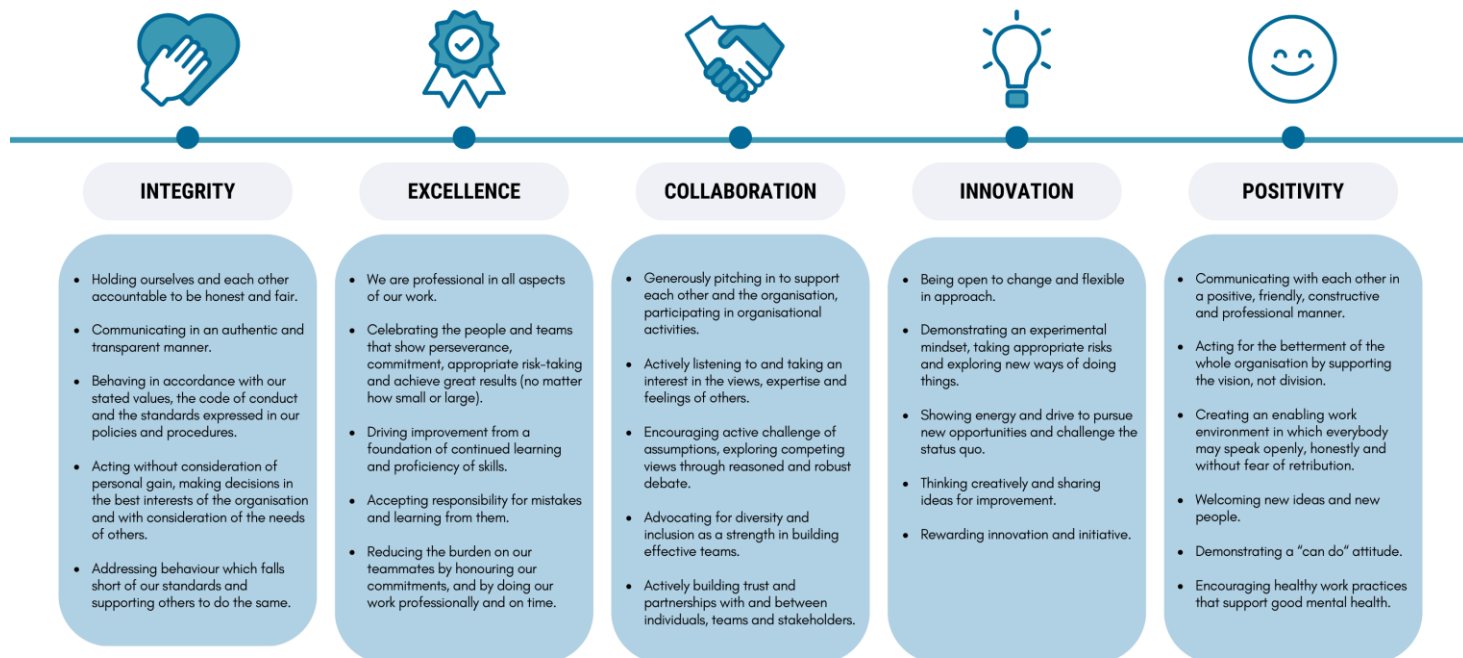
<b>Position Title</b>	FOH Attendant
<b>Status</b>	Casual
<b>Employment Agreement</b>	SCEC Pty Ltd Certified Agreement 2022
<b>Classification Level</b>	1
<b>Department</b>	Event Operations
<b>Version</b>	V1
<b>Effective Date</b>	August 2024

## THE EVENTS CENTRE

Operated by the Sunshine Coast Events Centre Pty Ltd, The Events Centre is the leading performing arts centre on the Sunshine Coast and hosts a range of entertainment and cultural events, meetings and conferences, delivering great experiences for the local community and visitors.

## VALUES AND BEHAVIOURS

The Events Centre aspires to be a values-driven organisation. In a values-driven culture, we find alignment between personal values and the organisation's values, creating a unified and motivated team. Our values represent what we, as a collective, care about. Using them to guide our behaviours is critical to ensuring that we are working together and aligned to our purpose.



## ABOUT THE ROLE

The Event Operations Department is The Events Centre's front line for customer service and service delivery to the events held at the centre. The FOH Attendant reports to the FOH Team Leader for the efficient and effective provision of the Centre's Front of House Services. The FOH Attendant provides a multi-skilled service that may include the duties of an usher, merchandise sales and other customer service roles as required.

## KEY RESPONSIBILITIES

### Event Operations

- Diligently undertake the event duties you have been assigned which may include seating patrons, checking/scanning tickets and general customer service.
- As required, provide cashiering services which may include the sale of merchandise and programs, reconciliation of cash floats, cash handling, EFTPOS sales and reporting.
- Act to deliver smooth and efficient operations in accordance with the event briefing and instructions from the event Duty Manager, TEC policies and procedures, and applicable regulations and WH&S policy.
- As required, advise patrons of the rules of the theatres including the monitoring of the use of recording devices.
- Assist disabled patrons and ensure their positioning in the theatre complies with WHS protocols.
- Re-direct visitors and restrict unauthorised access to secure areas as may be required.
- Deliver clear and timely communication with staff, patrons and volunteers showing a positive and respectful attitude.

### Venue

- Proactively assist in set-up and clean-up activities that make the venue as attractive and welcoming to patrons as possible, and ensure all public areas including foyers, theatres and toilets are prepared and maintained in a tidy and professional manner before during and after performances and events.
- Be alert to safety and security issues at all times, taking action to promptly address and report any safety or maintenance issues as they arise, to ensure safety of self, patrons, staff and volunteers.
- Familiarise yourself with and reinforce all of the TEC policies, including workplace health and safety, and proactively contribute to maintaining a safe and clean work environment.
- Participate in staff briefings, training sessions and meetings designed to maintain or improve high standards of service, compliance, health and safety.

### Customer Service

- Provide guests with a very high level of service to ensure they obtain the best experience and value from using the venue and its facilities.
- Facilitate a safe and enjoyable patron experience reflecting a courteous image to the community.
- Provide feedback and actively participate in a team-based approach for the provision of positive customer service outcomes.
- Deliver effective communication between yourself, patrons, staff and volunteers.

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

## REPORTING

Department Manager:	Event Operations Manager
Direct report:	FOH Team Leader/Event Duty Manager
Liaison:	Agency staff/volunteers

## SELECTION CRITERIA

### Essential

- Substantial interpersonal skills with the ability to communicate effectively with a wide range of people.
- Demonstrated self-motivation, flexibility and willingness to perform a variety of tasks as directed.
- Ability to work flexible and irregular hours, sometimes late evenings, as required by the events schedule.
- Must be able to stand for extended periods of time.
- This position requires a valid National Police Certificate

### Desirable

- A minimum of two (2) years practical experience in a quality customer service environment (preferably in a hospitality/theatrical/function venue) with knowledge of best practice customer service.
- Demonstrated experience in cash handling (float reconciliation and EFTPOS is desirable)
- Knowledge of standard front of house practices and procedures in the performing arts industry
- Knowledge of workplace health and safety matters.
- First Aid Certificate
- Current Working with Children Card

## ACKNOWLEDGEMENT

### Position: FOH Attendant

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**