

POSITION DESCRIPTION FOH ATTENDANT

Position Title
Status
Casual

Employment Agreement
Classification Level
Department
FOH Attendant
Casual

SCEC Pty Ltd Certified Agreement 2022

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Event Operations

Version

Effective Date | August 2024

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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.



INTEGRITY

- Holding ourselves and each other accountable to be honest and fair.
- Communicating in an authentic and transparent manner.
- Behaving in accordance with our stated values, the code of conduct and the standards expressed in our policies and procedures.
- Acting without consideration of personal gain, making decisions in the best interests of the organisation and with consideration of the needs of others.
- Addressing behaviour which falls short of our standards and supporting others to do the same.



EXCELLENCE

- We are professional in all aspects of our work.
- Celebrating the people and teams that show perseverance, commitment, appropriate risk-taking and achieve great results (no matter how small or large).
- Driving improvement from a foundation of continued learning and proficiency of skills.
- Accepting responsibility for mistakes and learning from them.
- Reducing the burden on our teammates by honouring our commitments, and by doing our work professionally and on time.



COLLABORATION

- Generously pitching in to support each other and the organisation, participating in organisational
- Actively listening to and taking an interest in the views, expertise and feelings of others.
- Encouraging active challenge of assumptions, exploring competing views through reasoned and robust debate.
- Advocating for diversity and inclusion as a strength in building effective teams.
- Actively building trust and partnerships with and between individuals, teams and stakeholders.



INNOVATION

- Being open to change and flexible in approach.
- Demonstrating an experimental mindset, taking appropriate risks and exploring new ways of doing things.
- Showing energy and drive to pursue new opportunities and challenge the status quo.
- Thinking creatively and sharing ideas for improvement.
- Rewarding innovation and initiative.



POSITIVITY

- Communicating with each other in a positive, friendly, constructive and professional manner.
- Acting for the betterment of the whole organisation by supporting the vision, not division.
- Creating an enabling work environment in which everybody may speak openly, honestly and without fear of retribution.
- Welcoming new ideas and new
 people
- Demonstrating a "can do" attitude.
- Encouraging healthy work practices that support good mental health.

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.



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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



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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

ACKNOWLEDGEMENT

Current Working with Children Card

Position: FOH Attendant	
	accept the position description as outlined above. I have been ntents and I understand the terms and conditions outlined in
	Date:/
Signature of Employee	