

Position Description

Position Title:	Venue Support Officer – Casual
Business Unit:	The Drum
Department:	Community Arts, Culture and Library Services
Directorate:	Community Services
Classification:	Band 3
Date:	July 2021
Reports to:	Customer Service Leader
Supervises:	Nil
Internal Liaison:	All Drum team member Community Arts, Culture and Library Services staff Council staff
External Liaison:	Client, hirers, patrons and visitors to The Drum

1. Position Objectives

- To engage with and provide welcoming, friendly, focussed and flexible customer service to patrons, hirers and users of The Drum as part of the Venue Support team.
- To provide broad based hospitality services including ushering, functions servicing, front of house, box office and bar/cafe service assisting patrons, hirers and staff of The Drum.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

Customer Service

- To deliver excellent customer service that is welcoming, friendly, focussed and flexible as frontline event staff for The Drum.
- Provide excellent customer service and operate in a professional manner
- Provide a range of hospitality services across the venue as directed so that client needs are met.
- Manage the seating of patrons, with other members of the Venue Support team, within the program timeline.
- Engage with clients and actively promote their performances and events.
- Engage with patrons and actively promote their experience of performances and events.
- Assist patrons to access the building and theatre safely to enhance their experience with the venue and performances.
- Proactively seek client views regarding the venue's operations and respond to any issues as they arise.

Operations

- Under the direction of the Customer Service Leader, ensure that venue equipment is set-up, used and packed-down as per safe working policies and procedures.
- Ensure that all Venue Support areas of the venue are clean and tidy at all times.
- As required, work in the theatre bar, box office or assist with the hospitality management aspects of events.
- Ensure that all procedures are understood and adhered to at all times.
- Follow all procedures regarding security of monies for bar, box office and other services as directed by the Customer Service Leader
- As required perform the role of Merchandise Seller, maximising sales, handling money and stock, and ensuring that all relevant reconciliation paperwork is completed.
- Understand and follow through the requirements of the Event Sheet for events as directed by the Customer Service Leader.
- Assist to maintain the safety, cleanliness and security of the building at all times.
- Ensure Responsible Service of Alcohol (RSA) and safe food handling practices to all patrons at all times.
- Contribute to a positive professional culture within the Venue Support team of The Drum
- To ensure that all Drum policies and procedures, including Emergency Evacuation, and Workplace safety are adhered to.
- To assist the Customer Service Leader as required.
- To be familiar with all relevant Drum services

First Aid Activities

- Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to clients who may be injured or unwell whilst receiving Council services.
- Assist with any incident investigations and unresolved issues connected with the use of first aid supplies.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. The Venue Support Officer at this level should have sufficient freedom to plan their work at least several days in advance.
- As part of a team, support the delivery of theatre presentation, function and event resources and programs at The Drum to meet client and performance requirements.
- Foster and promote a team culture of high quality and timely customer service and hospitality outcomes.
- Work within specific guidelines under general supervision, and the relevant regulations and legislation associated with responsible operations and staff, client and attendee health and safety.
- Provide input and adhere to operational guidelines and supervision within The Drum.
- Contribute information and experiences towards the development of enhanced customer service practises, policy and procedures for The Drum.
- Demonstrate flexibility to ensure the rostering requirements meet the customer service obligations of Drum Theatre.
- Support and/or participate in event, venue or facility emergency and/or evacuation procedures.
- The outcomes of work are readily observable, and the effect of decisions and actions taken in this Band is limited to the Venue Support Officer functions of The Drum.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The nature of the work is clearly defined with procedures well understood and clearly documented.
- The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations.

Independently:

- Deliver customer service and hospitality services from a limited range of existing techniques, systems equipment, methods or processes in accordance with The Drum's Procedures Manual(s) and other operational guidelines to ensure that the highest standards of customer satisfaction are achieved.
- Frequently solve minor problems.
- Carry out responsibilities as part of the Drum Venue Support team.
- Organise own work based on an understanding of well-defined objectives.

With Input from Customer Service Leader:

- Obtain assistance in the resolution of more involved minor problems.
- Complex discussions and complaints are to be referred to the Coordinator.

Recommends and Identifies to Customer Service Leader:

- Appropriate input to improvements of operational guidelines and/or other relevant policy and procedures for The Drum

Guidance:

- Guidance and advice are always available from shift Supervisors and Customer Service Leader

5. Specialist Skills and Knowledge

The essential position requirements include:

- Providing customer focused efficient and welcoming experience for all patrons, clients and staff.
- Balancing diverse customer requirements, whilst adhering to a range of The Drum's policies, procedures and operational guidelines,
- Ensuring all paperwork is entered and stored correctly across a range of records systems
- Be proficient in the application of standard operating procedures and practices and in the operation of equipment or knowledge of the use of plant, which requires the exercise of a limited degree of skill.
- Ensure excellent customer service is provided through correct advice and information to all clients

6. Management and Interpersonal skills

The essential position requirements include:

- The position incumbent is required to manage their time and plan and organise their work in accordance with specific and set objectives in the most efficient way within resources available and within a set timetable. These are generally set by the Customer Services Leader but may be altered by Supervisors during shifts.
- Ability to handle competing patron needs in a customer service context in predetermined order of priorities
- Ability to remain calm, clear and friendly under pressure.
- Ability to manage the seating of patrons, with other members of the Venue Support team, within the program timeline.
- Ability to manage merchandise including sales, cash handling and stock reconciliations.
- The incumbent may also assist other employees by providing guidance, advice and training on routine technical or procedural matters.
- Ability to work within a close and sometimes fast paced team environment, liaising with clients and the community in a customer focused manner with high levels of attention to detail.
- The incumbent requires skills in oral and verbal communication to discuss and resolve minor problems promptly as they occur with clients, patrons, and/or other team members.
- Complex discussions and complaints are to be referred to the Customer Service Leader.
- Efficient and effective liaison on a daily basis with the Customer Service Leader, other team members and/or and other council departments.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

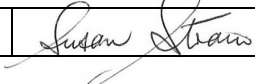
Essential

- Demonstrated commitment and ability to work within a team to deliver excellent customer services to all clients, attendees and staff involved with theatre presentations, functions and events. Experience in this regard will preferably include:
 - competency to undertake financial processes involved in purchase transactions in a retail environment
 - Front of house, box office and/or hospitality operation of a live theatre or performing arts centre and
 - Level 2 Workplace First Aid and Food Handling and Responsible Service of Alcohol Certificate (RSA)
- Demonstrated experience in dealing with people from diverse backgrounds.
- Demonstrated well developed interpersonal skills, including basic problem-solving and conflict resolution skills.
- Demonstrated experience in direct face-to-face Customer Service roles
- Satisfactory (and ongoing) Police and Working with Children Checks supplied prior to offer of employment and commencement.

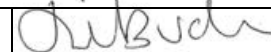
Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name:	Susan Strano	Signature:	
Date:	July 2021		

Manager:

Name:	Tilla Buden	Signature:	
Date:	July 2021		

Director:

Name:	Martin Fidler	Signature:	
Date:	July 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical Requirements of the position

Summary

Date of last review: Month Year

Authorised by: Manager Name

Physical Requirement	Task Details	Frequency (% of the working day)				Medical Provider Comment/Opinion
		Rare	Occasional 0-33%	Frequent 34-66%	Constant >66%	
Mobility/Postures						
Sitting					x	
Standing				x		
Walking				x		
Crawling			x			
Non Manual Handling						
Squatting/crouching			x			
Kneeling			x			
Bending			x			
Reaching				x		
Twisting/trunk rotation				x		
Fine manipulation/pinch grip				x		
Power/open hand grip				x		
Writing/typing				x		
Climb ladders			x			
Climb or descend down stairs			x			
Low level work			x			
Leg/foot controls		x				
Manual Handling – lift, carry, push, pull or hold						
1-5kg			x			
5.1 – 10kg			x			
10.1 – 15kg			x			
15.1 – 20kg			x			
Over 20kg		x				
Lift floor to hip			x			
Lift waist to shoulder			x			
Lift overhead			x			
Pushing/pulling			x			

Cognitive Demand	Yes	No
Regular communication with team/work mates	x	
Regular communication with others	x	
Verbal instruction and supervision of others		x
High concentration	x	
Planning and problem solving	x	
Job/task organisation	x	
Short-term memory	x	
Long-term memory	x	

Definitions	
Mobility/Postures	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
Non Manual Handling	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
Manual Handling	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.