

Position Description

Position Title:	Venue Services Officer – Box Office
Business Unit:	Drum Theatre
Department:	Community Arts, Culture and Libraries
Directorate:	Community Services
Classification:	Band 3
Date:	August 2022
Reports to:	Box Office Supervisor
Supervises:	Nil
Internal Liaison:	Box Office Supervisor/staff, Customer Service Leader, Front of House staff, all other Drum Theatre staff, other Community Services Staff and Management. Council, Governance and Community Facilities officers / staff, Arts & Cultural Development team, CEO / Mayor's offices
External Liaison:	All hirers and patrons of Drum Theatre and other community facilities.

1. Position Objectives

This position is primarily located within Drum Theatre as part of a suite of cultural facilities provided by Council. The role sits within a multi-purpose environment providing theatre, function, meeting, and event services.

- The primary objective of the position is to provide box office services including ticketing, handling phone enquiries, and assisting patrons in the venue.
- Additionally, as the role is part of a multi-skilled team which provides support for venue operations across Council, the role contributes to the whole customer service environment at the theatre and from time to time, across a range of Council's Cultural Facilities.

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:

- Providing excellent customer service to patrons and hirers and operate in a professional manner reflecting Council's REACH values and Council's Customer Service Charter, providing operational support for other Council cultural facilities as directed.
- Providing efficient operation of the Box Office systems and processes, including ticketing, customer enquiries and online services.
- Providing a range of venue support services across the whole venue as directed, including technical support, theatre ushering, box office operations, cafe and bar service, function service, backstage support, and all ancillary procedures so that client needs are met.
- Ensuring that all venue procedures are understood and adhered to at all times.
- Ensuring spaces are set up in a timely manner with all requirements met, in accordance with customer needs and Occupational Health and Safety Guidelines, participating in and actively promoting a positive team approach to work duties.
- Understanding and follow through the requirements of the Event Sheet for events and following all procedures regarding security of monies for bar, box office and other services as directed by the Box Office Supervisor and/or Customer Service Leader
- Engaging with:
 - Clients and actively promote their performances and events, proactively seeking client views regarding the venue's operations and respond to any issues as they arise
 - Patrons and actively promote their experience of performances and events.
- Assisting to maintain the safety, cleanliness, and security of the building at all times, including undertaking the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to members of the public who may be injured or unwell whilst using Council facilities.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- As part of a team, support the coordination and delivery of theatre presentation, function and event resources and programs at Drum Theatre and across Council's cultural facilities to meet client and performance requirements, including supporting and/or participating in event, venue, or facility emergency and/or evacuation procedures.
- Foster and promote a team culture of high quality and timely customer service / hospitality outcomes, demonstrating flexibility to ensure the rostering requirements of Drum Theatre are broadly met, as well as contributing information through these experiences towards the development of enhanced customer service practises, policy, and procedures for Drum Theatre.
- Work within and adhere to specific and set operational guidelines, standards, and procedures, under general supervision, within:
 - the content of the position description,
 - the nature of the work assigned to the position from time to time; and
 - the relevant regulations and legislation associated with the responsible serving of alcohol, safe food handling, technical requirements and occupational health and safety.
- The outcomes of the work are readily observable with sufficient freedom to plan work at least several days in advance, although the effect of decisions and actions taken is usually limited to the Venue Services functions of Drum Theatre.

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.

Independently:

- Deliver customer service, technical services, and hospitality services:
 - from a limited range of existing techniques, systems equipment, methods, or processes in accordance with Drum Theatre Procedures Manual(s) and other operational guidelines; and
 - within a defined range of recurring work situations to ensure that the highest standards of customer satisfaction are achieved.
- Carry out all responsibilities as part of the Drum venue support team, frequently solving minor problems.

With Input from Box Office Supervisor, Customer Service Leader and Venue Operations Leader:

- Request assistance from the Front of House Supervisor in the resolution of more involved minor problems.
- Complex discussions and complaints are to be referred to the Box Office Supervisor.

Recommends and Identifies to Box Office Supervisor, Customer Service Leader, and Technical Services Team Leader:

- Appropriate input to improvements of operational guidelines to the Front of House Supervisor, and/or other relevant policy and procedures for the Drum Theatre or other Cultural facilities.

Guidance:

- Guidance and advice is always available from the Coordinator, Box Office Supervisor, Customer Service Leader, and Venue Operations Leader.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Providing an excellent customer focused, efficient, and welcoming service experience for all patrons, clients, and staff.
- Demonstrated ability to work as part of a Venue Services team:
 - providing thorough, correct advice and information to all clients and related businesses through phone and face to face communications in a timely manner.
 - ensuring all booking and catering data is entered and stored correctly across a range of records systems and databases, and regularly updated to ensure the smooth running of Venue Services
 - balancing diverse customer requirements, whilst adhering to a range of Drum Theatre or Cultural Facilities policies, procedures, and operational guidelines
- Proficiency in the application of standardised operating procedures, practices and/or in the operation of standard theatre services equipment or knowledge of the use of plant which requires the exercise of a limited degree of skill.

6. Management and Interpersonal skills

The essential position requirements include:

- This position requires basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives generally issued by the Box Office Supervisor during shifts in the most efficient way within resources available and within a set timetable.
- Ability to work within a close and sometimes busy team environment, with clients and the community in a customer focused manner with high levels of attention to detail and where required assist other employees by providing guidance, advice, and training on routine technical, procedural, or Administrative / Professional matters.
- The incumbent requires skills in oral and written communication with clients, patrons, and/or other team members to discuss and resolve minor problems promptly as they occur, with complex discussions and complaints referred to the Box Office Supervisor.
- Efficient and effective interaction on a daily basis with the Venue Services Coordinator / Team Leaders other FOH team members and Theatre staff and/or and other Council departments.

7. Qualifications and Experience (Key Selection Criteria)

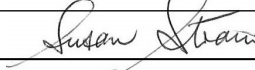
Selection of the most suitable applicant will be based on the following:

- Certificate III in Hospitality or related qualification or alternatively significant experience in Hospitality or venue-based customer service roles, demonstrating:
 - commitment and ability to work within a team to deliver excellent customer, hospitality and box office services to all clients, attendees and staff involved with theatre presentations, functions, and events
 - experience in:
 - all aspects of Event and Function services including significant experience in direct face-to-face customer service roles,
 - box office, data management and reception environment including a variety of Microsoft software,
 - front-of-house operation of a live performance or performing arts centre including dealing with people from diverse backgrounds,
 - well-developed interpersonal, problem-solving and first contact resolution skills.
 - competency to undertake financial processes involved in purchase transactions in a retail environment.
 - willingness to work across a variety of locations providing venue support services over a variety of timeslots.
- Responsible Service of Alcohol Certificate (RSA) and/or Level 2 Workplace First Aid will be highly regarded.
- Satisfactory (and ongoing) Police Check 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:	August 2022		

Manager:

Name:	Sarah Hill	Signature:	
Date:	August 2022		

Acting Director:

Name:	Jim Davine	Signature:	
Date:	August 2022		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Date of last review: August 2022

Authorised by: Susan Strano

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Susan Strano

Signature 

Date 24/08/2022

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

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, including responsibilities regarding child safety and wellbeing, 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.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote, and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge, and training.
- Understanding of and ability to work with diversity within the workplace and community, including:
 - Zero tolerance of racism and expectations that staff [and volunteers] will act on incidents of racism; and
 - Supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
- 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.