

POSITION DESCRIPTION

Position Title:	Events Assistant
Position Number:	11010
Directorate:	Community Services
Reports to:	Arts Development & Events Coordinator / Community Operations Coordinator
Department:	Community Programs
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 2

1. POSITION OVERVIEW

The Events Assistant is responsible for the provision of a high standard of customer service and assisting in the delivery of events across the City and at the Red Earth Arts Precinct (REAP). This role includes weekend rostered hours.

1.1 Position Objectives

- Deliver all elements of events at REAP to a high standard as directed by the Operations Supervisor and Duty Manager.
- Deliver events outside of REAP as directed by the Arts Development and Events Coordinator.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service

- Provide a high level of service to patrons and hirers of REAP.
- Provide a high level of service to all consumers of the Arts Development & Events portfolio.

2.2 Usher

- Checking tickets on customer entry.
- Ensure that customers are seated in their correct seats and assist anyone with a disability.
- Report any disorderly conduct or behaviour issues to the Front of House Duty Manager for resolution.
- Ensure that all hazards are removed from the auditorium and stored for the customer at the end of the show eg walkers, prams.
- Ensure rubbish is collected in bins and venue is tidy.
- Collect any lost property, log it with the Front of House Duty Manager.
- Ensure equipment such as torches are returned and placed on charge.

2.3 Kiosk Attendant

- Customer service of food and beverages.
- Processing sales through Kounta and using cash and eftpos facilities.
- Popcorn preparation and sale for cinema.
- Restocking of products.
- Maintaining a clean and ordered environment.
- Washing of glasses and equipment.
- Holders of RSA certification can serve at licensed events.
- Preparing end of shift banking as directed and checking cash floats.

2.4 Box Office

- Operating the SABO ticketing system to sell tickets over the counter and over the telephone.
- Processing sales using cash and eftpos facilities.
- Answering customer queries about performances and events.
- Preparing end of shift banking as directed and checking cash floats.

2.5 REAP Event Attendant

- Undertaking room set up and bump out for events.
- Maintaining venue in a clean and tidy manner.
- Assisting throughout the venue with customer service.
- Preparation of equipment for events.

2.6 Arts Development & Events Attendant

- Assist with the delivery of City events such as and not limited to Australia Day, Christmas on the Green, NAIDOC Week celebrations, Red Earth Arts Festival, Cossack Art Awards and any events included within the Civic Events portfolio.
- Ticket collections.
- Event set up and pack down.
- Manning of stalls.
- Assisting customers.
- Other duties as directed.

2.7 Occupational Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety
- Utilise the City's procedure for *OHS Communication, Consultation and Issue Resolution*.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the *OHS Management at the City of Karratha: Roles and Responsibilities*.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Experience in dealing with the public.
- Experience in working with contractors and suppliers.

3.2 Judgement and Problem Solving

- Good cash handling skills.
- Ability to work with limited supervision.
- Developed numeracy skills.

- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, and initiative, problem solving and dealing with public complaints/issues.

3.3 Interpersonal Skills

- Excellent customer service skills
- Developed verbal and written communication skills.
- Identify and be responsible for customers' needs.

3.4 Qualifications and Experience

- Responsible Service of Alcohol certification
- Previous experience in a customer service role
- Experience using merchant facilities
- National Police Clearance no more than 6 months' old
- Current C class driver's licence