

POSITION DESCRIPTION

POSITION TITLE	Front of House Officer - Casual
DIRECTORATE - SECTION	Community Engagement – Economic & Cultural Services
LEVEL - EBA	3 - Salaried
RESPONSIBLE TO	KPAC Programming & Engagement Lead

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

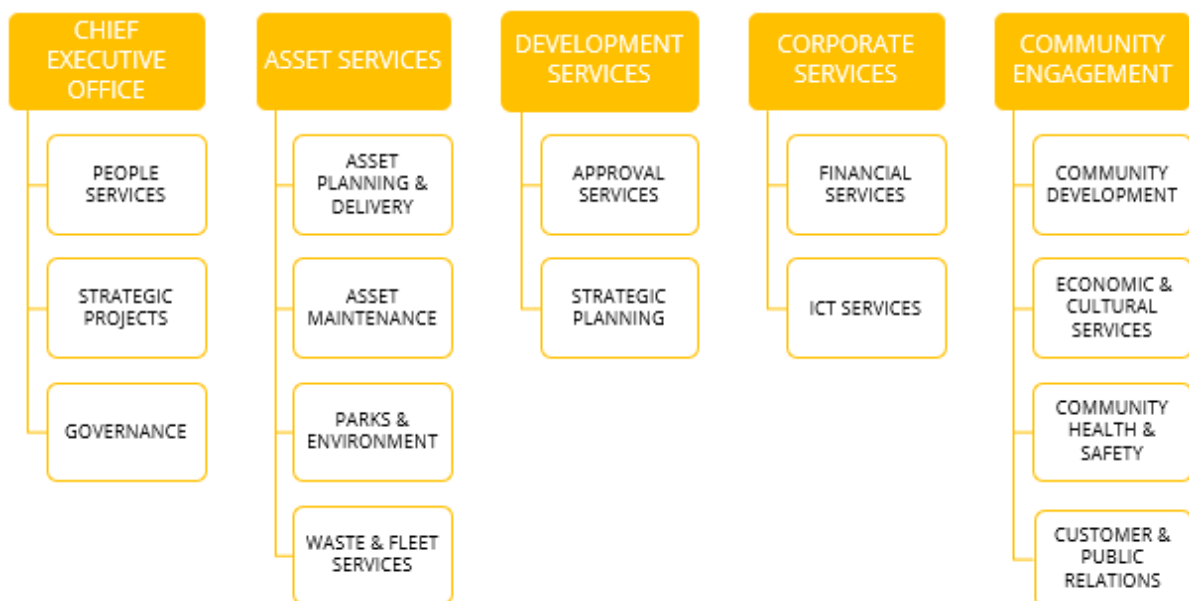
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To undertake customer service duties and support all aspects of the operations of the City of Kalamunda's, Kalamunda Performing Arts Centre, in line with the City's Culture and Arts Strategy.

KEY RESULT AREAS

SERVICE PROVISION

- Operate the box office ticketing system including selling tickets, issuing refunds, ticket exchanges, updating patron data and any general customer enquiries.
- Assist in other duties as required by the KPAC Programming & Engagement Lead.
- Assist with set up and breakdown of the event space as required.
- Assisting with customer service, enquiries, and complaint resolution.
- Liaising with technicians and performers / hirers.
- Ushering, aid patrons to find appropriate seating as directed by KPAC Programming & Engagement Lead and hirers.
- Aid patrons who require assistance in finding appropriate seating
- Operate the Kiosk and Bar function as required.
- Assist in providing direction to Volunteers as and when required.

ADMINISTRATION

- Assist in any Administration duties in line with the smooth and professional delivery of all operations at the Kalamunda Performing Arts Centre.

FINANCE

- Assist in any financial duties in line with the smooth and professional delivery of all operations at the Kalamunda Performing Arts Centre including but not limited to cash handling, ticket and bar sales, EFTPOS, operation, receipting and show reconciliation.

ETHICAL BEHAVIOUR & COMPETENCY

- Effectiveness of the role will require excellent skills in problem solving as well as superior skills in communication.
- Ensuring staff are managed through effective planning tools, and difficulties arising within the team are swiftly dealt with, to maintain a culture of high performance.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- National Police Clearance (no more than 12 months old)
- Responsible Service of Alcohol
- Approved Managers (desirable)
- First Aid (desirable)

SELECTION CRITERIA

1. A demonstrated ability to work in a theatre or events environment providing community-based services and programs.
2. Demonstrated experience working with box office ticketing software or other similar programs, SABO preferred.
3. Demonstrated experience handling cash and EFTPOS sales.
4. Demonstrated ability to establish and maintain positive working relationships with a diverse range of people with the aim of meeting customer needs, expectations, and business goals.
5. Demonstrated database management skills with attention to detail.
6. Well organised with the ability to meet deadlines and prioritise competing demands.
7. Ability to provide verbal and written information that is correct, factual, and timely.
8. Demonstrated ability to work as part of a team exercising initiative and sound judgement skills.
9. Ability to work flexible hours which will include evenings and weekends.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).
- Intermittent sitting & standing/bending/trunk rotation.
- The ability to perform manual handling and lifting tasks as required.
- The ability to comfortably navigate steps to access all areas of the facility.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Arts & Culture Coordinator
DATE PD REVIEWED/APPROVED: 30 July 2024
