

# Burrinja

Dandenong Ranges Community Cultural Centre Inc.

## Position Description

<b>Job Title:</b>	Front of House Assistant
<b>Status:</b>	Casual
<b>Salary Level:</b>	\$26.01 per hour (as at April 2018) includes casual loading at 21% in lieu of personal leave, annual leave, annual leave loading and public holidays not worked
<b>Reports To:</b>	Duty Manager
<b>Hours of Work:</b>	No guarantee of minimum hours per week. Shifts as per monthly roster.

### ORGANISATIONAL RELATIONSHIP

<b>Reports to:</b>	Duty Manager
<b>Supervises whilst on duty:</b>	N/A
<b>Internal Liaison:</b>	Burrinja Staff, Volunteers, Catering Staff
<b>External Liaison:</b>	Patrons, Hirers, Performers, Partnership organisations and Stakeholders and any users of the venue.

### BURRINJA

Burrinja (the Dandenong Ranges Community Cultural Centre Inc) is a vibrant cultural centre offering a broad range of arts, cultural, performance, education and community related experiences that work toward its mission: ***Building community through arts.***

Burrinja encompasses visual and performing arts activities and events, an extensive public collection of Indigenous and oceanic art, a 400 seat theatre, black box space, multiple gallery spaces, cultural education, arts incubator studios, live music, community cultural development projects, rehearsal, making and meeting spaces, and Burrinja Cafe + Bar.

### POSITION OBJECTIVES

To assist the Duty Manager with the smooth running of the Burrinja's front of house operations during performances, with regards to customer care and OH&S. To provide an effective and welcoming service to the public visiting Burrinja, and to be responsible for the safety of the public, performers and other staff members whilst on the premises.

This is a casual position; working hours are dependent on Burrinja's performance schedule, but likely to be one or two evenings and/or weekend shifts.

### KEY TASKS

- To provide professional and efficient customer service to all patrons using the venue.
- To ensure the efficient and timely movement of patrons into and out of the theatre, advising patrons of seat locations, assisting disabled patrons and answering customer queries.
- To sell tickets to the public whilst maintaining a high level of customer care at all times.
- To actively promote events, maximise each sales opportunity and encourage the use of all of Burrinja's facilities.

- To be the “public face” of the Burrinja and present the organisation in a professional and friendly way.
- To maintain accurate customer data and sales figures for each production for the Box Office financial records.
- To undertake the setting up, running and packing up of the foyer bar operation. Ensuring Burrinja adheres its Liquor License and maintains Responsible Service of Alcohol practises.
- To ensure that Burrinja’s guidelines & procedures relating to performances are followed at all times.
- To adhere to Burrinja’s OH&S procedures on all occasions including ensuring that all aisle and exits remain clear at all times.
- In the event of an emergency assist the Duty Manager with the smooth and timely evacuation of the premises. Training to be provided on procedures.
- To ensure the clean and tidy presentation of the front of house areas
- Undertake financial transactions relating to merchandise sales, box office and foyer bar
- Follow all procedures in relation to merchandise items and security of monies as directed by the Duty Manager.
- To direct customer complaints confidently and effectively to the Duty Manager
- Casual FOH Assistants will be required at times to set up or move tables, chairs, audio equipment, bar equipment and technical equipment as required by the Duty Manager in accordance with Occupational Health and Safety Guidelines

## **PERSON SPECIFICATION**

- Demonstrated commitment and ability to deliver excellent customer service
- Excellent interpersonal skills and demonstrated ability to work within a team
- Ability to multi task and work well under pressure
- High level of communication skills and demonstrated experience of problem solving and conflict resolution
- A flexible approach, with a willingness to undertake activities, as directed, to ensure Burrinja delivers exceptional customer service
- Ability to use various IT software programs and confident in learning new systems.
- Demonstrated experience or interest in the Performing Arts, Events or service industries.
- Punctuality and reliability

## **PREREQUISITES**

- As the post will require late night working it is preferable that the FOH Assistant has transport.
- Capacity to work out of normal hours or on weekends is required.
- Physical attributes to be able to perform the duties as required
- RSA – preferred however training can be provided
- Knowledge of a ticketing program or ability to learn

## **CONDITIONS OF EMPLOYMENT**

- Applicants may be required to undergo a Police Check prior to commencement in the position
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2014, with the signed Conditions of Employment Agreement, and with the National Employment Standards.