



## **Burrinja**

Dandenong Ranges Community Cultural Centre Inc.

### **Position Description**

**Job Title:** Front of House Assistant  
**Status:** Part Time  
**Salary Level:** \$24.76 per hour includes pro rata standard leave entitlements  
**Reports To:** Venue and Experience Manager  
**Hours of Work:** 18 hours per week, possible jobshare Wednesday to Friday 10am to 4pm

#### **ORGANISATIONAL RELATIONSHIP**

**Reports to:** Venue and Experience Manager  
**Supervises whilst on duty:** N/A  
**Internal Liaison:** Burrinja Staff, Volunteers, Tasty Az cafe Staff  
**External Liaison:** Patrons, Hirers, Performers, Partnership organisations and Stakeholders and any other users of the venue.

#### **BURRINJA**

Burrinja is at the heart of the creative community of the Dandenong Ranges.

Burrinja is a not-for-profit organisation that thrives thanks to the support of Yarra Ranges Council, artists, visitors and our community. We deliver a wide array of cultural experiences to the Dandenong Ranges region and beyond. The 400 seat theatre and 130 seat Lyre Room combines professional performers, community and school productions with a range of commercial and other hire events, while three exhibition spaces, artist's studios and cultural development events ensures a vibrant visual and community arts program.

Annually, Burrinja supports around 300 activities both inside the facility and out in the community, reaching around 80,000 people annually.

Burrinja is: Obsessed with art. Focused on community. Steered in partnership. Interested in tomorrow. Aware of history. Seeking Impact. Continuously learning. Driven by ethics.

We look for staff who can instill these values.

## **POSITION OBJECTIVES**

To assist the Venue and Experience Manager with the day to day running of the Burrinja's front of house operations during opening hours. To provide an effective and welcoming service to the public visiting Burrinja.

This is a part time position; working hours are based around Burrinja's opening hours and could be a job share position. You will be rostered on to the same shifts on a weekly basis.

Burrinja is committed to child safety and wellbeing and is a childsafe organisation.

## **KEY TASKS**

### **PRIORITY TASKS:**

- Be the "public face" of Burrinja and present the organisation in a professional and friendly way.
- Provide front of house reception, box office and retail shop services including ticket sales, retail sales, visitor experience and venue presentation.
- Responsible for opening and closing the centre to the public.
- Provide professional and efficient customer service to all patrons using the venue.
- Answer customer queries via phone and email.
- Ensure the clean and tidy presentation of the front of house areas.
- Actively promote events to centre visitors, maximise sales opportunities and encourage the use of all Burrinja facilities.
- Support the in-house class programs including enrolments and term correspondence with tutors and students
- Undertake financial transactions and maintaining float relating to shop sales, box office and exhibition sales, maintaining a high level of customer care at all times.
- Maintain accurate customer data and sales figures for Box Office financial records.
- Adhere to Burrinja's OH&S procedures at all times.
- Adhere to Burrinja's child safety and wellbeing policy at all times.
- Work alongside our team of volunteers, students and interns and provide them with support as directed.

### **SECONDARY TASKS:**

- Provide general administrative assistance as required.
- From time to time you may be required to set up or move tables, chairs, audio equipment, bar equipment and technical equipment as required by the Venue and Experience Manager.
- Other duties as required.

## **PERSON SPECIFICATION**

- Demonstrated commitment and ability to deliver excellent customer service.
- Excellent interpersonal skills and demonstrated ability to work within a team.
- Ability to multitask 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 confidence in learning new systems.
- Experience or interest in the Arts, Events or service industries.
- Punctuality and reliability.

## **PREREQUISITES**

- Current Working with Children Check
- Current Police check (within the last 2 years).
- Knowledge of a ticketing program or ability to learn.
- Independent transport (Driver's licence preferred).

## **CONDITIONS OF EMPLOYMENT**

- Applicants will be required to supply a current Police Check and Working With Children check prior to commencement in the position.
- This position is subject to a 6 month probation period.
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2022, a signed Employment Agreement and the National Employment Standards.