

## **POSITION DESCRIPTION**

<b>POSITION:</b> Ticketing and Front of House Officer	
<b>DIRECTORATE:</b> City Planning and Communities	<b>GROUP:</b> Events, Sports & Cultural Services
<b>SECTION:</b> Community Facilities	<b>REPORTS TO:</b> Team Leader Theatre and Community Venues
<b>GRADE:</b> C	<b>EMPLOYMENT TYPE:</b> Casual
<b>HOURS/WEEK:</b> Casual up to 35 hours	<b>POSITION No.:</b> 898
<b>DATE:</b> May 2025	

### **OUR VISION**

*“Empowering the community and visitors to enjoy and grow our opportunities”.*

### **OUR VALUES**

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

### **THE DIRECTORATE**

The City Planning & Communities Directorate is focused on planning and providing for a thriving and vibrant regional city with active, connected and engaged communities. The Directorate is responsible for delivering our sporting and cultural facilities, along with providing strong land use planning frameworks to support appropriate development and building activity across the City.

## **THE GROUP**

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

## **POSITION OBJECTIVES**

The primary objective of this position is to provide excellent customer service while managing venue ticket sales and servicing customers in the kiosk and bar. The role involves performing both front-of-house and back-of-house duties to ensure a seamless and enjoyable experience for all patrons.

## **KEY ACCOUNTABILITIES**

### **Work Health & Safety (WHS)**

Contribute to a safe working environment by:

- Demonstrating safe workplace practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

### **Customer Service**

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

### **Community Engagement**

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

## **Learning and Development (L&D)**

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

## **Sustainability**

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

## **Continuous Improvement**

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

## **Organisation Support**

- Support the leadership and management by:
  - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
  - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
  - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
  - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
  - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

## **KEY AREAS OF RESPONSIBILITY**

- Manage and administer venue ticket sales.
- Operate the Jetty Memorial Theatre kiosk and bar, including servicing customers and providing guidance to volunteers.
- Perform start-up and end-of-day procedures, including balancing cash registers, reconciliations and securing monies taken.
- Operate and maintain venue management systems.
- Assist with front of house duties including welcoming the audience into the venue, ensuring a high quality of customer service and ushering.
- Assist with general administrative duties, including processing invoices, record keeping and incident logging and reporting, keeping inventories and ordering stock.
- Assist with promotions and marketing activities, including poster distribution, updating online listings, social media support and customer surveys.

- Ensure the venues are maintained and cleaned to an appropriate standard, including rudimentary and spot cleaning as required.
- Support the Group's public programs and outreach activities as required.
- Provide friendly, effective, and efficient frontline customer/client service and support to customers of the Theatre and Community Venues by responding to customer enquiries, providing information in relation to venue facilities, hire, events, programs and activities and offering other customer support services.
- Provide information to customers on compliance with the City's policies and procedures.
- Setup and restore rooms and other venue spaces for hire clients.
- Process customer fees and charges.
- This role may be required to undertake work at other community venues.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

## **KEY RELATIONSHIPS**

### **Internal**

- Section Leader Community Facilities
- Team Leader Theatre and Community Venues
- Theatre and Community Village Co-ordinators
- Community Venues Specialist
- Theatre Technical Officer
- Theatre and Community Venues Operational team members and volunteers

### **External**

- Theatre external contracted technicians
- Theatre and Community Groups
- Venue clients and customers
- Venue suppliers and contractors

## **OTHER POSITION REQUIREMENTS**

- Based on a 35 hour week, the ordinary hours of work will be between 05:00 and 23:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the facility roster.  
Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times:
  - Weekdays outside of 05:00 - 23:00 shift penalty 20%
  - Saturday shift penalty 25%
  - Sunday shift penalty 50%.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position engages in child related work and requires a Working with Children Check
- This position is located at the Jetty Memorial Theatre, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.



- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

## **QUALIFICATIONS/LICENCES/EXPERIENCE**

### **Essential**

- Qualifications in Business Administration, or Community Dance, Theatre and Events, or related discipline and demonstrated relevant work experience
- Current Working with Children Check
- Current Criminal Check
- Responsible Service of Alcohol (RSA) competency card.

### **Desirable**

- Current Class C Driver's Licence
- First Aid certificate
- Fire Warden Certificate.

## **CAPABILITIES**

- Well-developed administrative and numeracy skills, including cash handling.
- Demonstrated high level written and verbal communication skills.
- Demonstrated highly developed customer service and conflict resolution skills.
- Demonstrated ability to work independently as well as a part of a multi-disciplinary team
- Demonstrated digital literacy, with proven competency in Microsoft Office and information management systems.

## Position Demands Analysis

### Ticketing and Front of House Officer

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	3	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1 - 22.7kg	1	Sitting for extended periods	2	Crawling	1
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	2	Balancing	1
Repetitive Lifting	2	Walking for extended periods	1	Hearing above background noise	1
Pulling Loads > 5kg	1	Walking on uneven ground	0	Depth perception	1
Pushing loads > 5kg	1	Frequent bending / stooping	2	Colour vision	1
Lifting with trunk twisting	1	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	1			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure to Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	1	Operating machinery	0	Low light areas	2
Confined spaces	1	Vibration	0	Shift work	2
Working alone	2	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	2	High Temperatures > 38 degrees	0	Prolonged driving periods > 2hrs	0
Working with cold substances	2	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	1	Fatigue	1	Violence / aggression from animals / wildlife	0