

POSITION DESCRIPTION

Position Title:	Front of House Duty Manager
Position Number:	10998
Directorate:	Community Services
Reports to:	Operations Supervisor
Supervises:	Casual Staff
Department:	Community Programs
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 3

1. POSITION OVERVIEW

The Front of House Duty Manager is responsible for the successful operation of the Red Earth Arts Precinct in relation to customer experience and safety during performance, public events and box office opening hours. The Front of House Duty Manager is responsible for responding appropriately to public enquiries that are received through the box office function at the Red Earth Arts Precinct. The Front of House Duty Manager is also responsible for the supervision of event staff when live shows or facility bookings take place.

1.1. Position Objectives

- To present a friendly and efficient customer service for the Red Earth Arts Precinct.
- To liaise with the box office operations of the Red Earth Arts Precinct programs in relation to customer service.
- To ensure that the foyers, theatre and other public spaces are kept in a clean and tidy manner and present a good impression during events.
- To supervise the service of alcohol in relation to the Liquor Licence during live shows.
- To supervise ushers and event staff.
- To oversee all front of house events in line with Precinct process
- To be a responsible and key person in the evacuation and emergency procedures of the centre.

2. DUTIES & RESPONSIBILITIES

2.1. Bar & Kiosk

- Ensure that the Bar and Kiosk are run in line with the liquor license requirements.
- Assist and oversee casual bar and Kiosk staff.
- Facilitate the delivery of hospitality events that may be delivered by contractors.

2.2. Front of House Management

- Liaise with touring companies as to the requirements of events.
- Brief and supervise the ushers for each event.
- Ensure that the public have a safe and enjoyable experience at events.
- Ensure that the venue is well presented at all times.
- Report any issues to the Manager Arts and Culture.

- Oversee any merchandise sales and ensure accurate reconciliation.
- Work with the Technical Supervisor on the timing of events and the correct delivery of the events.
- Prepare the foyers and other areas in line with event requirements.
- Bump out events at the end and return the area to normal.
- Safely lock up the venue at the end of events and liaise with the Technical Supervisor regarding this.

2.3. Customer Service & Communication

- Act as the first point of contact for facility users.
- In consultation with the City's Marketing & Communications Department, promote throughout the facility, information regarding community events in a timely manner.
- Receive and field customer and community questions and queries to a professional standard.

2.4. 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 their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- 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.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

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

3.1. Authority & Accountability

- Ability to work autonomously within organisation policies and procedures.
- Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

3.2. Judgement & Problem Solving

- Developed time management skills and demonstrated ability to effectively manage multiple tasks and meet deadlines.
- Ability to respond appropriately including exercising discretion in the application of established practices and procedures.
- Proven decision making and problem solving skills, which accommodate organisational values.

3.3. Specialist Knowledge & Skills

- Experience in social media and marketing scheduling and content development as required
- Experience in SABO systems
- Proven cash handling experience

3.4. Interpersonal Skills

- Ability to respond and manage large audiences appropriately.
- Developed numeracy, verbal and written communication skills (including report writing) with a high level of attention to detail and accuracy.
- Ability to communicate with a wide range of stakeholders, groups and community patrons, to develop positive relationships both over the telephone and face to face.

3.5. Personal Requirements

- Availability to work alternate Saturdays to manage Box Office hours at REAP.
- A willingness to work nights and weekends as required.

3.6. Qualifications & Experience

- Be an Approved Manager under the Liquor Licensing Act (or be prepared to obtain)
- Relevant experience with SABO (desirable)
- Working with Children Check (desirable)
- First Aid Certificate (desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)
- Ability to undertake Firewarden Training