

POSITION DESCRIPTION

Position Title:	Casual Technician
Position Number:	10984
Directorate:	Community Experience
Reports to:	Technical Supervisor
Department:	Community Programs
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 2

1. POSITION OVERVIEW

The Casual Technician is responsible for the provision of a high standard of customer service to patrons, hirers and users of the Red Earth Arts Precinct (REAP) as part of the technical team.

1.1 Position Objectives

- To provide technical support for events held at REAP
- At the discretion of the Technical Supervisor, undertake other responsibilities from time to time, e.g. working on other Council events as available.

2. DUTIES & RESPONSIBILITIES

- To deliver excellent customer service that is friendly, focussed and flexible as frontline event staff for REAP
- To contribute to a positive professional culture within the Operations team of the REAP
- To contribute to the smooth-running of events.
- To ensure that all REAP policies and procedures, including Emergency Evacuation, and WHS are adhered to.
- To assist the Technical Supervisor as required.
- To be familiar with REAP services.
- Under the direction of the Technical Supervisor, ensure that venue equipment is set-up, used and packed-down as per REAP safe working policies and procedures.
- Under the direction of the Technical Supervisor, ensure that the Back of House areas of the venue are clean and tidy at all times.

2.1 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 and Accountability

- Ability to identify and be responsible for meeting customers' needs
- Ability to take initiative in assisting hirers whilst gaining their cooperation in working in a safe manner.

3.2 Judgement and Problem Solving

- Required to solve problems and to ensure that the highest standards of customer service are achieved under the supervision of the Technical Supervisor.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative, problem solving and dealing with public complaints/issues

3.3 Specialist Knowledge and Skills - Desirable

- Working knowledge of rigging, operation and maintenance of stage lighting.
- Working knowledge of set-up, operation and maintenance of audio equipment.
- Working knowledge or understanding of rigging and set-up of stage scenery.
- Working knowledge or understanding of a single purchase, counterweight flying system.
- Working knowledge or understanding of AV equipment for theatrical purposes, conferences and seminars.

3.4 Interpersonal Skills

- Excellent customer service skills
- Well-developed oral communication skills with the ability to communicate effectively with and respond to a diverse range of people both internal and external to REAP.
- Ability to work effectively as part of the operations team.

3.5 Qualifications and Experience

- Demonstrated ability to provide friendly, focussed and flexible customer service
- Demonstrated experience in a live theatre venue or willingness to learn in the areas of:
 - Lighting (concert, theatre, dance and musicals)
 - Sound (concert, theatre, and musicals)
 - Staging and flying
 - Audio visual
 - Event set-up
 - Equipment maintenance
- Ability to work within a team environment
- Ability to provide consistent technical support to a diverse range of hirers (amateur to professional)
- Availability to work rostered shifts that can occur Monday – Sunday between 7am and midnight
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)