

# Role Description



**Position Title** Centre Services Attendant

**Position Number** ENV158

## Purpose of Role

Provide multi-skilled customer service to patrons across Council venues and events in a friendly and efficient manner.

## Specific Responsibilities

Provide customers with excellent customer service by providing a friendly and accessible point of contact across all facets of venue front of house including but not limited to hospitality, bookings, stocktaking, ushering, box office and reception.

Assist with the opening and closing procedures for the venue, including the setting of rooms for hirers, catering needs and cleaning/resetting.

Provide box office functions where required including but not limited to ticket sales, ticket collection, operation of ticketing system, cash handling, generating reports and bond refunds.

Provide reception duties where required including general customer service, routine administration and record keeping tasks.

Ensure workplace health and safety and other procedures such as Biosecurity plans associated with the venue are followed.

Assist with the planning and implementation of a variety of events and activities in accordance with the vibrant and creative atmosphere of the venues.

Ensure the presentation of the venue is of the highest standard.

## Work Experiences and Skills – essential

Demonstrated relevant experience in a similar role or a role requiring a similar skill set.

Demonstrated experience in cash handling and end of day procedures.

Well-developed written and verbal communication skills.

Well-developed people and relationship skills with demonstrated ability to supervise a team, communicate and motivate effectively at all levels of the organisation, and contribute to a positive work environment with a strong focus on provision of quality customer service.

## Academic, Trade Qualifications and other Licences – essential

Current C class driver's licence.

Current Apply First Aid Certification.

Completion of "I'm Alert – Food Safety Training" through Moreton Bay Regional Council website.

Provide Responsible Service of Alcohol Statement of Attainment.

## Recordkeeping

In accordance with Council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of Council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

## Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with Council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

## Work Location

You may be required to perform your role from any work location within the region.

## Diversity Undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

## Organisational Expectations

