

Venue Assistant

Position Description

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| Directorate | Community and Environmental Services | Department | Community Services, Sport and Recreation |
| Reports To | Venue Manager/Coordinator | Direct Reports | No |
| Queensland Local Government Industry Award - State 2017 - Stream | Stream B - Division 2, Section 4 - Hospitality Services. | Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level | Schedule 2, Wage Level 2 |

Position Purpose

This position is responsible for supporting the operation of Council Major Venues, delivering a positive customer experience through high quality customer service.

Key Responsibilities and Outcomes

As a Venue Team Member you will:

- Provide a high level of service to the venue to ensure a safe, efficient, and positive experience for all customers and hirers.
- Assist with the daily operations and administration of the venue including opening and closing, set-up and pack down of equipment, replenishment of consumables and cleaning.
- Assist with hospitality and catering services including POS, and preparation and service of food and beverage, in compliance with food and liquor license obligations.
- Assist customers with the use of equipment provided by the venue, in accordance with manufacturer's instructions and Council's safety policies and procedures.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a *Team Member* you will *take individual accountability for demonstrating the values expectations and behaviours.*

SERVICE
TEAMWORK
INTEGRITY
RESPECT
SUSTAINABILITY

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| Decision Making | |
| <i>Budget</i> | N/A |
| <i>Delegations</i> | Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register |

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| Knowledge & Experience |
| <ul style="list-style-type: none"> • Demonstrated ability and experience undertaking manual tasks in a safety conscious manner. • Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities. • Ability to work within a team environment and maintain working relationships with members of the public and team members. |

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| Qualifications |
| <ul style="list-style-type: none"> • Experience in a similar field. • Current C class driver's licence. • Current Blue Card (Working with Children Check) required. • Current RSA required. • A current Apply First Aid Certification and Provide Cardiopulmonary Resuscitation Certification (or willing to obtain before role commencement/within the first 30 days). |

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.