

Role Description



Position Title Centre Service Attendant

Position Number CSP389

Purpose of Role

To provide support for the efficient operation of Council venues in delivering quality service outcomes and positive customer experiences.

Specific Responsibilities

- Provide customers and hirers with general assistance and positive service experiences in relation to their use of venue facilities and resources.
- Undertake routine administrative tasks including responding to customer enquiries and bookings, in person, over the phone or via e-contacts, cash handling and record keeping.
- Assist with the daily operations of the venue including opening and closing, reception, box office, ushering, set-up and pack down of equipment, replenishment of consumables and cleaning.
- Assist with hospitality and catering services including the preparation and service of food and beverage, in compliance with food and liquor license obligations.
- Provide support in the planning, promotion and delivery of venue programs, activities and events.
- Undertake duties in accordance with established policies, practices and procedures and contribute to a positive working environment.

Work Experiences and Skills - essential

- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- Demonstrated experience in a hospitality environment including cash handling, computerised point of sale and end of day procedures.
- Demonstrated time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.
- Well-developed people and relationship skills with demonstrated ability to work in a team environment communicating and motivating effectively at all levels of the organisation, contributing 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 Queensland Working with Children Blue Card or willingness to apply for prior to commencing work and provide evidence of suitability within 2 months of engagement.
- Current First Aid certification.
- Provide Responsible Service of Alcohol Statement of Attainment.
- Completion of "I'm Alert – Food Safety Training" through Moreton Bay Regional Council website.

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

