Burdekin Shire Council is currently seeking applications for casual Box Office Attendants to provide exceptional customer service to patrons of Council’s Cultural Venues including the Burdekin Theatre, Burdekin Memorial Hall and Showgrounds.

The Position
The key responsibilities include:

- Sell and process tickets for shows and events.
- Provide exceptional customer service to all clients to promote and maintain a positive organisational image within the community.
- Balance and reconcile box office takings including EFTPOS and cash transactions.
- Attendance at events / meetings after hours or on weekends.

The Person
The successful applicant will possess the following attributes at a minimum:

- Demonstrated experience in a customer service role including money handling duties.
- Demonstrated ability to work well within a small team, with a diverse range of customers, and with the public including children.
- Class C driver’s licence.

Applicants should familiarise themselves with the entire position description.

The hourly rate for this position is $25.90 plus the applicable casual loading.

Applications for 19/24 – Cultural Venues – Box Office Attendants (Casual) should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria.

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 19/24, PO Box 974, Ayr Qld 4807

Applications close on Tuesday, 4 June 2019 at 5.00pm. Word or PDF format is preferable.

For further information please contact Christopher Patrick – Cultural Venues Manager on (07) 4783 9800.
Applications for this position must include responses to the selection criteria.

It is essential to respond to each criterion listed below. You should explain and include examples of how your skills, qualifications, knowledge and experience meet each criterion.

**Essential**

1. Demonstrated experience in a customer service role including money handling duties.
2. Demonstrated ability to work well within a small team, with a diverse range of customers and with the public including children.
3. Class C driver’s licence.
Position Description
Cultural Venues – Box Office Attendant

Position Number
10020

Certified Agreement
Burdekin Shire Council Certified Agreement - 2018

Award
Queensland Local Government Industry (Stream ) Award – State 2017

Award Section
Section 6 – Theatrical Services

Award Level
Front of House Staff

Reports To
Cultural Venues Manager

Places of Employment
Burdekin Cultural Venues including the Burdekin Theatre, Burdekin Memorial Hall and Ayr Showgrounds

Position Objective
Provide exceptional customer service to patrons of Council’s Cultural Venues by assisting them with ticket purchase and information regarding forthcoming shows and events. In addition, you will be required to support the Burdekin Theatre’s range of program and event initiatives.

Key Responsibilities
Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council’s operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Sell and process tickets for shows and events.
- Provide exceptional customer service to all clients and theatre-goers to promote and maintain a positive organisational image within the community.
- Balance and reconcile box office takings including EFTPOS and cash transactions.
- Attendance at events/meetings after hours or on weekends.
- Attend team meetings as designated by supervisor.
- Perform other duties as requested by management which are within the abilities of the position, and which contribute to the overall efficient operation of the Burdekin Theatre.

Position Requirements

Knowledge
- Knowledge of the principles of customer service in the entertainment industry
- Working knowledge of Work Health and Safety regulations
- Basic knowledge of cash balancing procedures

Skills
- Basic clerical skills
- Service orientation skills
- Oral communication and interpersonal skills
Position Description

Cultural Venues – Box Office Attendant

- Money handling and cash balancing skills
- Balancing and processing EFTPOS sales
- Teamwork skills
- Time management skills

Abilities

- Apply customer service skills to the work area
- Ability to work autonomously with general instructions from supervisor
- Ability to learn and operate the Ticketing software
- Ability to obtain a First Aid Certificate

Other Requirements

- Personal characteristics of integrity, commitment, honesty and personal presentation.
- Work outside of normal business hours including nights and weekends.
- Apply conditions of confidentiality to all work-related documents, situations, and information
- Wear appropriate standard of dress including footwear to suit the event or production

Experience and Qualifications

- Experience in a similar role of customer service
- Class C driver’s licence

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry Award (Stream B) and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Characteristics of Front of House Staff

Front of house staff are employees who carry out front of house duties, which may include ticket taking, attending doors and ushering.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
Position Description

Cultural Venues – Box Office Attendant

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees’ job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation’s aim to reach agreement to reasonable changes where identified.

2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.

4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.

6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.

7. All employees are to actively participate in the Employee Performance Development Program.

8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.

9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.

10. Abide by all existing policies, guidelines and Operational Standards and as amended from time to time.