



Our Values

Respect Honesty Commitment Courage

Position Title:	Event Support Team Assistant MR HEART
Directorate:	Corporate and Community Services
Reports to:	Operations Supervisor MR HEART
Date effective:	December 2020
Agreement Level:	Level 2
Position no:	HEART 06

Values only become meaningful when they are translated into behaviours that people engage in and others can observe. They are the cornerstone of 'walking the talk'.

1. Purpose

1.1 Primary functions

To provide support to HEART staff in fulfilling a range of functions as required;

- Duties will include:
 - box office ticketing and customer service duties
 - processing sales and transactions
 - service of alcohol and kiosk items
 - Setting up and packing down functions, including Banquet Porter and Banquet Runner services
 - Undertake food preparation, storage and servicing
 - Cleaning duties
 - Meet and greet patrons
 - Emergency response duties.

1.2.1 Community Strategic Plan



Key Result Area 1:
Valuing, protecting and enhancing the natural environment

Key Result Area 2:
Welcoming, inclusive and healthy communities

Key Result Area 3:
Ensuring sustainable development

Key Result Area 4:
Vibrant and diverse economy

Key Result Area 5:
Effective leadership and governance

1.3 Key functions and duties

Key functions	Specific duties	% Time
Front of House	<ul style="list-style-type: none"> • Box office ticketing tasks • Merchandise sales • Monitor telephone queries, email enquiries, face to face front counter queries regarding event ticket and merchandise sales • Preparing event attendee lists • Process cash and EFTPOS sales transactions • End of day reporting on sales • Assist in ushering cinema and events patrons, 'meet and greet' • Assist in checking in event attendees utilising software apps and scanners • Cleaning pre-post events including emptying of rubbish bins, sweeping, mopping, vacuuming when required • Complete works in accordance with safe work practices • Identify potential hazards to venue users 	60
Bar / Kiosk / Function Catering	<ul style="list-style-type: none"> • Provide responsible service of alcohol • Undertake food preparation, storage and serving in accordance with food hygiene standards • Process cash and EFTPOS sales transactions • End of day kiosk inventory check and replenishment • Setting up and packing down functions, including Banquet Porter and Banquet Runner services • Cleaning pre-post events including emptying of rubbish bins, sweeping, mopping, vacuuming when required • Complete works in accordance with safe work practices • Identify potential hazards to venue users 	40
Emergency Response	<ul style="list-style-type: none"> • Assist with emergency evacuation responses within the HEART 	As required

General

- Work in accordance with the Shire's defined Equal Opportunity and Anti-discrimination legislation, procedures & principles;
- Work in accordance with the Shire's defined Occupational Safety and Health legislation, procedures and principles;
- Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time;
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions; and
- Ensure all duties as directed by the Chief Executive Officer are fully undertaken.

2. Extent of Authority

Under the limited direction of the Chief Executive Officer and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the Local Government Act 1995 and other relevant legislation.

Delegated authority in accordance with the following:

2.1 [Authorisations Register - Authorisations to sign documents](#)

3. Relationships

3.1 Responsible to
Operations Supervisor MR HEART

3.2 Responsible for

- Nil

3.3 Internal Stakeholders

- CEO
- Directors
- Managers
- Shire President
- Councillors
- Council Staff

3.4 External Stakeholders

- Community Associations
- Consultants and other professionals
- Technical Services Industry leaders and groups

4. Position Selection Criteria

4.1 Position essentials

Demonstrated experience in customer service within the hospitality/ events industry

Experience in sales including cash handling, eftpos and point of sale systems use

Developed communication and interpersonal skills

Ability to operate within a dynamic team environment

Current Certificate in Responsible Service of Alcohol (RSA)

Experience in setting up / packing down of functions or events

4.2 Position desirables

Demonstrated experience in event/ box office ticketing systems back end i.e.: Seat Advisor, Eventbrite, Oztix

Current Senior First Aid Certificate and ability to operate a DFIB

Current Drivers Licence

Developed understanding of Occupational Health and Safety and Emergency Evacuation Response

Experience in acting with autonomy in general problem solving situations

5. Parties

Present Occupant Name:

Signature:

Date:

Reporting Officer Name:

Signature:

Date: