

# Venue Duty Manager – Visitor Services

## POSITION DESCRIPTION



<b>Position Number:</b>	3893
<b>Department:</b>	Communities and Lifestyle
<b>Section:</b>	Communities and Culture
<b>Unit:</b>	Major Venues
<b>Position Status:</b>	Casual
<b>Classification:</b>	Major Venues Level 4 - Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
<b>Reports To:</b>	Development and Visitor Services Team Leader
<b>Revised:</b>	September 2024

### General Position Statement

This position supports Council's direction by delivering exemplary customer service at venues within the Major Venues Unit. You will oversee the Front of House operations of the venue, play a vital role in maintaining the safety of patrons and ensure the development of good working relationships with all staff, volunteers and the public.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

### Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Oversee the Front of House operations of a venue.
- Provide front counter support, including the handling of cash, assisting with banking, end of day reconciliations, sale of tickets, merchandise and customer enquiries.
- Maintain a high standard of corporate image and personal presentation, ensuring and maintaining an organised Front of House and surrounding area.
- Ensure public and patron areas are safe, that hazards are reported and rectified.
- Be responsible for ensuring the venue is cleared and secured at 'end of day'.
- Undertake the role of Chief Warden and manage the evacuation of the venue in emergency situations.
- Liaise with internal and external customers including community organisations and volunteers.
- Contribute to a customer focussed culture that is committed to Council's values and strategic objectives.
- Assist and facilitate retail sales with a high-level of product knowledge and ensure stock is well presented and stock levels are maintained.
- Facilitate general enquiries and manage patrons complaints and issues, resolving where possible in a timely manner, or escalating where necessary.
- Support and provide general direction to volunteers to ensure their roles are carried out effectively.

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- Promote upcoming events, programs and shows for the venue.
- May be required to supervise and/or assist lower classified officers and volunteers.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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### Position Requirements

Your suitability for this role will be assessed against the following competencies.

#### Skills/Competencies

- Demonstrated knowledge of Legislation, Council policies and procedures relevant to the venues environment.
- Confident and accurate cash handling skills with the ability to investigate any discrepancies and report to Team Leader.
- Proven ability to problem solve whilst maintaining customer service expectations and ability to communicate with influence and have difficult conversations.
- Conflict resolution and negotiation skills.
- Ability to effectively operate Council's computer systems and software including MS Office Suite, computer based ticketing systems, event and customer management systems, Ci Anywhere Suite (R1 and ECM) and a range of other integrated systems.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

#### Qualifications and Experience

- Substantial experience in customer service and administration.
- Responsible Service of Alcohol Certificate or ability to obtain.
- First Aid Certificate
- Blue Card for working with Children and Young People (or ability to obtain). This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney- General.

#### Desirable Qualifications

- Responsible Manager of Licenced Venue Certificate or ability to obtain.

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### Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

### Additional Requirements

- Ability to work in an office environment.
- Ability to work in a range of event and performance venues.
- Ability to work on a roster including outside normal opening hours and weekends.
- Ability to handle items of varying weight.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- Ability to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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## Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

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## Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Manager
<b>Signature:</b>	
<b>Date:</b>	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	