



SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Usher (PAC & Cinema)
Classification:	Band 1 Special Engagement
Position Number:	151 & 152
Business Unit:	Performing Arts Centre / Cinema
Reports to:	Cinema Operations Coordinator and Box Office Supervisor

Position Summary

To provide exceptional customer service to the Cinema and PAC patrons.

Key Responsibilities

General Duties

- Selling tickets to Cinema patrons;
- Check tickets and assist patrons to their seats;
- Selling Cinema and PAC kiosk items to patrons;
- Selling programs and merchandise to patrons;
- End of shift banking;
- Cleaning the foyer and auditorium when required;
- Cleaning and restocking kiosk areas;
- Carry out occasional light administrative duties for example sending out pamphlets;
- Attending staff meetings and training sessions when required. (Compulsory).

Emergency

- Alert Centre Manager or Duty Manager to any emergency situations;
- Assist in guiding patrons to the Emergency Exits in the event of an emergency.

Extent of Authority

- Accountable for the provision of evacuation guidance in the event of an emergency;
- Authority to request patrons to remain in the foyer until management declares 'doors open';
- Authority to direct patrons to their allocated seats;
- Authority to provide information to patrons about the performance, as supplied by Centre Management;
- Commit to and adhere with Councils Child Safe Requirements.

Judgement and Decision Making

The nature of the work is clearly outlined with established procedures that are in place within the Cinema and PAC.

Specialist Skills and Knowledge

An interest in performing arts and film is desirable.

Management Skills

Will comply with systems and policies to ensure a safe work environment by:

- Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
- Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
- Contribute to OHS consultation processes.
- Prompt reporting of hazards and incidents.

Inter-personal skills

- Well-developed verbal communication skills
- Excellent customer service skills
- The ability to work both independently and as a part of a team.
- Ability to work in a calm manner when under pressure.

Compliance with Legislation and Policies

Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures;
 - Southern Grampians Shire Council Staff Code of Conduct;
 - Privacy and Data Protection Act 2014 (Vic);
 - Equal Opportunity Act 2010 (Vic);
 - Occupational Health and Safety Act 2004 (Vic);
 - Government/Industry Codes of Conduct;
 - The Southern Grampians Shire Council Enterprise Agreement; and
 - The Municipal Emergency Management Plan.
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- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
 - Responsible for ensuring the security of Council's assets under the Officer's control;
 - Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

Key Selection Criteria

The employee will demonstrate the following:

- ✓ Customer service experience;
- ✓ Good communications skills;
- ✓ Ability to work well with a broad range of people and in difficult situations;
- ✓ Flexibility in meeting the centre's need for staffing during evening and weekend; performances and screenings;
- ✓ Cash handling experience;
- ✓ Current Working With Children Check (WWCC);
- ✓ Current Responsible Serving of Alcohol Certificate;
- ✓ Current First Aid Level 2 Certificate

To apply, please send us the below:

1. Resume
2. One page cover letter addressing the above Key Selection Criteria.

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Signature: _____

Date: _____

SGSC: _____

Signature: _____

Date: _____