

POSITION DESCRIPTION

Audience Engagement Officer (POS2439, POS2440, POS2441)

Directorate:	Community & Culture	Department:	Casula Powerhouse Arts Centre
Position Grade:	Grade 7	Reports to:	Audience Engagement Team Lead
Last review:	November 2021	Next review:	November 2023
		Version No.:	1.0

Position purpose:

To be the first point of contact with all visitors, clients and other stakeholders across Casula Powerhouse Arts Centre, providing courteous, efficient, effective, professional customer service including; information and box office services, servicing events, waiting & food service which is responsive to customers needs in person, by telephone or email.

Key accountabilities/responsibilities:

Responsible for:

- 1) Acting as the first point of contact for Casula Powerhouse Arts Centre, dealing with first level enquiries and issues, problem solving and, where necessary, competently direct visitors to various sources for further or more detailed information.
- 2) Promoting theatre shows, exhibitions and events to all visitors, in person or over the telephone, and selling tickets using the ticketing software as required.
- 3) Following Liverpool City Council's cash handling procedures at all times and being responsible for all receipting and accurate daily reconciliations.
- 4) Audience Engagement and data collection as required
- 5) Opening the Centre and activating the exhibitions prior to the arrival of the public as well as closing down and activating security system.
- 6) Maintaining a high level of tidiness of all front of house areas, and ensuring the safety and security of visitors and patrons by reporting any issues immediately to the Audience Engagement Team Lead.
- 7) Assisting in the organisation and delivery of events and functions as required, including ushering, kiosk and bar service, set up and pack down.
- 8) Generating reports and building events through ticketing software.
- 9) Responsible for customer service in the in-house restaurant, Bellbird Dining & Bar, tasks including seating customers, taking orders, delivery of food & beverages to tables, accepting payment as well as ensuring an outstanding dining experience at all times.
- 10) Resetting the restaurant at the end of service to prepare for following day.
- 11) Adhere to food, sanitary and safety standards in Bellbird Dining & Bar.
- 12) Sales, maintenance, stocktake and cleaning across both FOH (including retail offerings) and Bellbird Dining & Bar on a daily basis as required.
- 13) Follow all LCC Policies and Procedures
- 14) Undertaking other duties as required by the Audience Engagement Team Lead.

Decisions made in the position:

- 1) Customer enquiries and call referrals
- 2) Ticket sales and workshop bookings

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3) Receipting money

Decisions referred:

- 1) Expenditure
- 2) Any difficult situations or enquiries which cannot be dealt with at Front of House
- 3) Difficult customers and complaints

Key issues/challenges:

- 1) Ensuring telephone calls and face to face enquiries are screened and referred to the appropriate staff members.
- 2) Ability to prioritise workloads, undertake a variety of tasks accurately and in a timely manner, working with minimal supervision.
- 3) Ability to work within a very busy environment with competing priorities, while providing highest quality customer service.
- 4) Ability to exercise discretion and use your own initiative.
- 5) Capacity to operate calmly and effectively in an environment of high visitor volumes and ensure the safety of the public and exhibition works simultaneously.
- 6) Always ensuring seamless, high quality customer service is delivered.

Key working relationships:

- Audience Engagement Team Lead
- Casula Powerhouse Staff
- Head Chef at Bellbird Dining & Bar
- External visitors, patrons and restaurant customers

POSITION SPECIFICATION

ESSENTIAL CRITERIA

Qualifications/Licences

- Certificate or training in a customer service related role
- Certificate or training in hospitality and food service

Experience

- Experience in, and a strong personal commitment to, the delivery of high quality visitor service, preferably within a front-line service delivery context
- Experience in working effectively as part of a team and one on one with individuals
- Attention to detail, the ability to work accurately with figures and the ability to work to high standards at all times
- Demonstrated administrative, organisational and hospitality experience, including the ability to prioritise tasks
- Demonstrated experience in cash handling

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Well-developed communication and interpersonal skills including the ability to deal effectively and courteously with members of the public and the capacity to present and interpret concepts for a general audience
- Capacity to operate calmly and effectively in an environment of high visitor volumes and ensure the safety of the public and exhibition works simultaneously
- Computer literacy and the ability to use Microsoft Office applications such as Outlook, Word, Excel and databases
- Have an understanding of contemporary visual art and cultural practice
- Have a strong hospitality knowledge and understanding and the day to day operations and service of a restaurant.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Current First Aid Certificate
- Responsible Service of Alcohol Certificate
- Current Class C Drivers Licence
- Experience in using a ticketing system, in particular SABO
- Experience in theatre, front of house or box office
- Experience in hospitality

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