

## **POSITION DESCRIPTION**

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Position Title:	<b>Front of House Attendant</b>
Reporting to:	<b>Front of House Manager</b> <b>Duty Manager/Bar Supervisor during Performances and Events</b>
Employment Status:	<b>Casual</b>

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### **PRIMARY PURPOSE OF THE ROLE**

The Front of House Attendant delivers a range of customer services at City Recital Hall.

### **KEY ACCOUNTABILITIES**

#### **Customer Service**

- Ensure an exceptional level of proactive customer service is provided to all patrons.
- Warmly welcome and actively engage with patrons attending the venue.
- Demonstrate thorough knowledge about performances, events and facilities at the venue.
- Maintain current venue food and beverage product knowledge.
- Provide help and assistance to all patrons, including those with access requirements.
- Ensure all public areas of the venue are tidy, well presented and prepared to receive patrons.
- Actively monitor auditorium activity and solve problems during performances, and report and refer problems to the Duty Manager when appropriate.
- Maintain the highest standard of personal grooming and presentation.
- Follow procedures outlined in the Front of House Information Manual and Checklist.

#### **Resources and Facilities**

- Provide food & beverage service in a timely, accurate and efficient manner.
- Deliver an efficient and friendly cloak room service to patrons.
- Carefully check tickets and usher patrons to their correct seats using a thorough knowledge of venue seating maps.
- Promote and sell merchandise materials for shows and events.
- Assist with the set up & pack down of furniture throughout Front of House areas.
- Assist with box office ticket collection.
- Any other duties required to ensure the smooth running of Front of House.

## Work Health and Safety

- Ensure that all Work, Health and Safety regulations are adhered to within the Front of House facilities and that best industry practice is applied.
- Act as a Fire Warden during performances and events, and undertake regular in-house training sessions as a Fire Warden.
- Undertake regular venue safety and security inspections.
- Assist in venue evacuation if necessary.
- Report any Workplace Health and Safety concerns to the Duty Manger and/or the Front of House Manager.
- Operate venue equipment under venue operational and safety guidelines.
- Report any incidents to the Duty Manager.

## Team Membership

- Demonstrate ongoing commitment to City Recital Hall policies and procedures.
- Actively promote and represent City Recital Hall principles of service excellence.
- Maintain excellent punctuality and reliability in order to meet rostering requirements.
- Perform any other reasonable duties as directed by the Duty Manager.

## KEY CHALLENGES

- Maintaining high level of customer service in situations that may be potentially difficult.
- Remaining proactive and alert to possible safety issues, and act promptly to resolve/report them as appropriate.

## KEY RELATIONSHIPS

Who	Why
<b>Internal</b>	
Duty Manager/Bar Supervisor	Report and refer problems/WH&S concerns/incidents, when appropriate, regarding auditorium/other issues
Front of House Manager	Leads and manages all Front of House staff
Assistant Front of House Manager	Acts as Duty Manager, and leads and manages Front of House staff as second in charge to the Front of House Manager
<b>External</b>	
Patrons	Warmly welcome and actively engage with patrons attending the venue

## DELEGATED AUTHORITY

Works within defined processes and procedures, and varies these with the permission of the supervising manager.

## **RECRUITMENT: POSITION PROFILE**

### **The organisation**

City Recital Hall was established in 1999 as a purpose built venue for the presentation of fine music.

City Recital Hall Limited, a not-for-profit company, manages the venue, as well as producing and presenting an entrepreneurial program of performances annually. The venue also supports a regular client base of presenters including the Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva Australia, Pinchgut Opera and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts, conferences/presentations, ceremonies and functions by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

### **The role**

Front of House Attendants provide excellence in customer service during performances and events to ensure the successful delivery of Front of House services, which include ushering patrons, selling merchandise, cloak room, and food, beverage and function service.

As a key front line position, a customer focused co-operative, positive and calm manner, together with exceptional communication skills, are required. The role contributes to efforts across City Recital Hall to exceed the expectations and experiences of all visitors to the venue, including patrons and our visiting companies and artists.

The role will involve irregular hours, including evening and weekends, and requires an ongoing commitment to regular availability during evenings, including weekend evenings.

This role may require standing for long periods of time. Some moderate to heavy lifting is required during the course of ordinary duties.

The role, on occasions, will involve child related work, and a current NSW Working with Children Check Clearance is required prior to commencement of employment.

The role is employed under the City Recital Hall Angel Place Agreement 2015-2018, at Level 2, currently \$26.63 per hour.

The role has accountabilities across the following areas:

1. Consistent, on time and safe delivery to an international standard of all requirements for events.
2. Client satisfaction is regularly exceeded.
3. Good relationships with City Recital Hall staff, stakeholders, hirers and patrons.
4. Knowledge of venue policies and procedures including WHS and emergency evacuation.

## **SELECTION CRITERIA**

### **Essential**

1. Demonstrated excellent customer service experience.
2. Excellent interpersonal, negotiation and communication skills.
3. Regular availability during evenings, including weekend evenings.
4. Excellent personal grooming and presentation.
5. Hospitality and bar experience.
6. Cash handling and reconciliation skills.
7. Current NSW Responsible Service of Alcohol (RSA) photo competency card.
8. Current NSW Working With Children Check Clearance.
9. An ability to use initiative and decision making skills to solve problems, and awareness of when to defer an issue or problem to the Duty Manager.
10. An ability to work efficiently and calmly under pressure in a multi-task environment to ensure performance and event deadlines are met.

### **Desirable**

1. Previous experience working in the performing arts industry or venues.
2. Current First Aid Certificate.
3. Availability during weekday daytime hours.

## **HOW TO APPLY**

All applications should address the selection criteria, and include a current CV and details of at least two referees.

All enquires and applications should be submitted to:  
recruitment@cityrecitalhall.com