

## PART 1 – POSITION DETAILS

<b>Position Title</b>	Ticketing Services Casual
<b>Position Number</b>	NB0327
<b>Division</b>	Community & Belonging
<b>Business Unit</b>	Community Arts & Culture
<b>Pay Rate</b>	Northern Beaches Grade A
<b>Reports to</b>	Ticketing Services Coordinator
<b>Hours</b>	Casual
<b>Status</b>	Casual
<b>Date of last review and update</b>	October 2018

## NORTHERN BEACHES COUNCIL'S VISION

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

## DIVISION

### COMMUNITY AND BELONGING

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises of the following business units – Children’s Services, Community Arts and Culture, Customer Services, and Libraries.

## PART 2 – BUSINESS UNIT OVERVIEW

### The Community, Arts & Culture Business Unit

The Community, Arts & Culture Business Unit manages the strategy, planning, implementation and evaluation of a broad range of recreation and community programs, events and services. The Unit provides disability advice, youth and recreation services, administers community grants, and develops and implements safety programs for the community, crime prevention, senior’s programs and volunteer groups. The Unit also manages community use of Council’s community center assets and facilities.

The Community, Arts & Culture Business Unit will deliver the following services;

- Social Planning

- Community Development
- Aged and Disability
- Youth and Families
- Youth and Families Counselling
- Community Facilities
- Arts and Cultural Development
- Hop Skip & Jump Bus
- Volunteer Management
- Food Services
- Glen Street Theatre
- Manly Art Gallery & Museum

### **Glen Street Theatre**

Glen Street Theatre is a busy 400-seat professional theatre, owned and managed by Northern Beaches Council. The theatre is located at Belrose in the Glen Street Cultural Hub and delivers an engaging annual performing arts program for all ages and tastes.

## **PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES**

### **Role Purpose**

Reporting to the Ticketing Services Coordinator the Ticketing Services Casuals are responsible for the safety, security comfort and service of the venue itself (Front of House and Kiosk/Bar). Under the direction of the Ticketing Services Coordinator their role is to maximise and maintain the “Glen Street” experience for patrons in an effective and efficient manner.

### **Key Responsibilities**

- Delivery of a consistently high level of efficient and friendly customer service.
- Operate the Box Office ticketing system including selling tickets, issuing refunds, ticket exchanges, updating patron data and other duties as requested by the Ticketing Services Coordinator.
- Process and check subscriptions.
- Maintain thorough knowledge of current and future shows.
- Phone patrons in the event of a show cancellation or change of time/date.
- Handle customer feedback and complaints and direct complaints to the appropriate person where required.
- Perform end-of-day reconciliation of cash, cheques and credit card payments.
- Maintain the Visitor Register ensuring contractors and other visitors sign in and out of the building.
- Accept and check deliveries.
- Participate in consultation and team meetings.
- Report and record any unsafe situations, emergency, hazard, incident, accidents, injuries or damage immediately.
- Actively participate in ongoing staff development activities and training opportunities.
- Actively contribute ideas to improve services and work processes.
- Take personal responsibility for behaving in accordance with the organisations’ values and directions.
- Undertake any other reasonable duties as directed by Ticketing Services Coordinator.

### **People Leadership**

- Role model the Northern Beaches Councils values and behaviours.

## Operational

- Keep up to date and ensure compliance with Council processes and procedures.
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC.
- Undertake all duties in accordance with WHS, EEO, Code of Conduct principles and requirements.

## Business Performance

- Actively participate and contribute toward the integration of core services across council.

*\*\*\* Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training).*

## PART 4 – ESSENTIAL CRITERIA

### Educational & Experience Requirements

- Previous experience in a customer service role.
- Sales and cash handling experience.

### Capabilities and Knowledge

- Data entry and database management skills with attention to detail.
- Intermediate computer skills, especially in Microsoft Excel, Word and Outlook.
- Ability to work rostered shifts and be available to work outside normal business hours including weekends and evenings.
- Ability to work effectively under pressure and to manage customer complaints.
- Demonstrated high standard and commitment to quality customer service.
- Ability to prioritise and work autonomously.
- High level communication skills and ability to work as part of a team.

## PART 5 – DESIRABLE CRITERIA

- Knowledge and understanding of local government.
- Experience in the use of a ticketing system (ideally ProVenue).