



# Position Description

Non-supervisory Employees

<b>Position Title</b>	<b>Front of House Staff</b>
<b>Section</b>	Commercial Business Units - Glasshouse
<b>Division</b>	Corporate Performance
<b>Reports to</b>	Front of House Coordinator
<b>Grade</b>	2
<b>Employment Status (FT/PT/Casual/Temp)</b>	Casual

## Position purpose

To deliver exceptional customer service while acting in all roles within the Front of House portfolio including but not limited to, theatre and event ushering, food and beverage operations including bar service, set up and pack down of meeting rooms / function spaces **and performing the role of gallery attendant.**

Anticipate customer needs to ensure a high quality of service is provided at all times at the Glasshouse.

## Position specific responsibilities

The key duties you are expected to perform in your role.

- Provide excellent levels of customer service in the delivery of all Frontline Customer services as per the Front of House Induction Manual Standards and Front of House Coordinator instructions.
- Be fully conversant with all customer service requirements for each event and at other times when the venue is open and ensure they are met.
- Ensure optimum presentation standards of merchandise, signage, displays and foyer presentation to the general public.
- Provide first response in the event of a customer complaint and follow policy and procedure to ensure the issue is resolved or referred to the appropriate Glasshouse staff member as required.
- Perform cash and payment reconciliations for Glasshouse financial transactions as per Council cash handling and daily banking reconciliation procedures.
- Ensure high standards of personal presentation and grooming at all times, including the wearing of a uniform.
- Ensure optimum presentation standards of meeting rooms and function areas.
- Ensure the highest standards of food and beverage service and presentation.



- Adhere to licensing policy and responsible service of alcohol standards in regard to the sale and service of liquor within the Glasshouse.
- Open required areas of the venue in preparation for patronage, including but not limited to: ensure doors are unlocked / locked appropriately, lights are turned on / off appropriately, current signage and barriers are in place as per Glasshouse procedures.
- Undertake the role of fire warden for a designated area in the event of an emergency situation or fire evacuation.
- Provide first response with support from Glasshouse Operations staff for Public Incident Management eg: spills, trips and falls.
- Any other related duties as directed.



## Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

# Values-based behaviours for Non-Supervisory Employees

Values	Expected Behaviour
<b>Communication</b>	<ul style="list-style-type: none"><li>• I communicate with respect</li><li>• I constructively contribute to team meetings, toolbox talks and conversations</li><li>• I share information and ideas with colleagues</li><li>• I ask questions if I don't understand</li></ul>
<b>Accountability</b>	<ul style="list-style-type: none"><li>• I always work in a safe manner, looking after my own safety and the safety of those around me</li><li>• I am responsible for my own actions</li><li>• I take initiative to progress my own work</li><li>• I follow through on my work commitments</li></ul>
<b>Professionalism</b>	<ul style="list-style-type: none"><li>• I treat others with respect</li><li>• I complete my work to the best of my ability</li><li>• I take pride in my work</li><li>• I am flexible and responsive to changing work priorities and issues</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• I act honestly</li><li>• I understand and follow the law, rules, policies, guidelines and the Code of Conduct</li><li>• I treat others the way I wish to be treated</li><li>• I contribute positively to our work</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• I look for, and am open to, new and better ways of doing things, together</li><li>• I am an engaged and enthusiastic team player</li><li>• I step in to help others when workloads are high</li><li>• I cooperate with my team members and supervisors</li></ul>



**Document Endorsement**

**Date**     17/03/2021                      **Group Manager**     Commercial Business Units

**Date**     17/03/2021                      **Director**             Corporate Performance

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

**Employee Name**                      \_\_\_\_\_

**Employee Signature**                      \_\_\_\_\_

**Date**    \_\_\_\_\_