

MANDURAH PERFORMING ARTS CENTRE

POSITION DESCRIPTION

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| POSITION: | FRONT OF HOUSE OFFICE Casual Position |
| DEPARTMENT: | Front of House |
| UNDERLYING AWARD: | LIVE PERFORMANCE AWARD |

ABOUT MANDURAH PERFORMING ARTS CENTRE

Mandurah Performing Arts Centre is more than a performing arts centre. It's a hub for extraordinary, dynamic and creative ideas – a centre for the arts.

ManPAC is a leader in the curation and presentation of quality arts and cultural experiences that are relevant to local artists, audiences and the community. ManPAC is committed to presenting, commissioning and creating work which aspires to build a more inclusive, resilient and enlightened Mandurah community.

ManPAC programs theatre, dance, music, visual arts, physical theatre, festivals, workshops, community engagement, youth and children's events.



OUR VISION

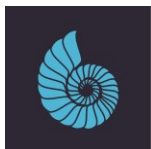
Mandurah Performing Arts Centre is one of Australia's leading centres for the arts.

OUR PURPOSE

Mandurah Performing Arts Centre exists to celebrate and share arts and cultural experiences, to unite our community and make Mandurah a great place to live.

OUR VALUES

- **Excellence** We are passionate about providing our audiences with outstanding experiences.
- **Creativity** We encourage smart risk-taking, learning and change through creativity.
- **Connection** We connect and energize our community through arts and culture.
- **Respect** We are a company whose relationships are based on mutual respect.



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ABOUT THE ROLE – FRONT OF HOUSE OFFICER

Mandurah Performing Arts Centre (ManPAC) is looking for a highly motivated Front of House Officer to join their team.

Reporting to the Venue Services Manager, this role is responsible for the delivery of exceptional and positive customer experience for patrons, performers and venue hirers whilst also ensuring that all ManPAC's Policy and Procedures are adhered to, at all times.

This position is suited to a positive, professional and well-presented person who is comfortable with dealing with the general public. Maturity and common-sense are highly valued in the Front of House role.

As a Front of House Officer, you will be required to co-ordinate the volunteers of the Centre during events and liaise with the patrons and venue hirers of the Centre. You will also be responsible for the security of the building during evening events.

The duties of the role include overseeing the foyers, seating and overall comfort of the patrons. This includes overseeing the operation of the house, supervising ushers, organise and count floats if required, enforcing safety and fire regulations, coordinating opening the house with ManPAC's technicians, being able to answer questions and deal with patron issues, monitor the temperature of the auditorium and general troubleshooting while the event takes place.

Desirable attributes, skills and experience for this role include:

- Exceptional customer service skills, striving to maximise patron satisfaction.
- Ability to efficiently oversee the running of the shows with volunteers and patrons
- Previous Front of House supervision experience.
- Excellent communication, presentation and customer relation skills.
- Effective time management and ability to work both in a team and autonomously.
- Ability to work a flexible roster including night and weekend shifts.
- A willingness to participate in continuous improvements of service.

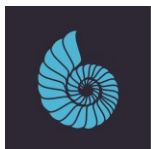
This is a casual position and the successful candidate will need to be energetic, possess excellent communication skills, be prepared to work both during the day and evening, weekends and some public holidays. Salary will be negotiable based on skills and experience. Immediate start available.

DUTIES & RESPONSIBILITIES

Under the direction of the Venue Services Manager, supervise to ensure that all patrons and volunteers have an excellent and rewarding experience at the Centre in accordance with ManPAC's Policy and Procedures.

Customer Service

- Provide exceptional customer service to all patrons at all times, being always prepared to go above and beyond.
- In a professional, courteous and well-presented manner, ensure engagement with all patrons is positive, efficient and professional.
- Oversee foyer area during events to ensure patrons receive the best customer service possible.
- Comply with ManPAC's OH&S and Code of Conduct policies and the Front of House Procedures.



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Teamwork

- Take responsibility for work, and complete tasks diligently in collaboration with ManPAC's team.
- Liaise with Venue Services Manager regarding all relevant information pertaining to the event.
- Liaise with Bar staff regarding interval times and any relevant functions coinciding with a particular event.
- Liaise with Box Office regarding number of patrons attending event.

Volunteers & Ushering Supervision

- Brief all volunteers prior to commencement of their shift to ensure that all relevant information is passed on to volunteers who are participating in various roles during the event.
 - Oversee that all volunteers have signed in for duty and signed off and end of shift.
 - Ensure that all torches are charged and distributed to volunteers for their shift.
 - Assist volunteers during the seating of patrons for shows.
 - Provide floats (if required) for the Volunteers, program and merchandise sellers and lock in safe at conclusion of event.
 - Oversee all monies taken by volunteers for merchandise and program sales.
 - Ensure compliance with the cash handling policy of the Centre.

And other Duties as required by the Venue Services Manager.

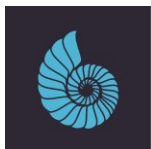
SKILL REQUIREMENTS

Essential:

- Highly developed communication, interpersonal and negotiation skills.
- A commitment to a high level of customer service.
- Well-developed organisational and time management skills.
- Ability to work independently, responsibly and consistently.
- Ability to foster and work in a team environment.
- Ability to work to a high level of efficiency leading up to and during events.
- Ability to maintain good working relationships with a wide range of people at different levels both internal and external to the organisation
- Ability to work a flexible roster – evenings, weekends and public holidays and occasional extended shift hours due to the requirements of Function and events.
- Ability to supervise and lead a team of Volunteers.
- Demonstrated capacity to be highly organised, determine workloads, set priorities, work under pressure and complete tasks within specified timeframes.
- Ability to work to a high level of efficiency in stressful periods leading up to and during events

Desirable:

- Accreditation in Customer Service or relative tertiary accreditation.
- Knowledge of the local area and arts industry (both visual and performance).



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ATTRIBUTE REQUIREMENTS

- Ability to supervise volunteers
- Committed to excellent customer service.
- High level of attention to detail.
- Possess high standards of personal presentation.
- Strong ability to multi-task and work effectively with minimal supervision.
- Ability to operate autonomously, as well as within a team environment
- Exceptional organisational skills, in relation to deadlines and time management.
- Ability to think creatively and effectively utilise problem solving skills.
- Ability to work under pressure.
- A positive team player, prepared to perform a range of tasks.
- Strong skills in organising, prioritising and managing your own workload to meet deadlines.
- Proven ability to build relationships and manage competing stakeholder requirements.
- Flexibility and positive attitude to work outside normal business hours.
- A willingness to participate in continuous improvements of service.

KEY RELATIONSHIPS

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| REPORTS TO | <ul style="list-style-type: none"> • Venue Services Manager |
| SUPERVISION OF | <ul style="list-style-type: none"> • Volunteers (FOMPAC) |
| KEY WORKING RELATIONSHIPS | <ul style="list-style-type: none"> • Venue Services Manager • CEO • Box Office Team • Technical Team • Finance Team • Art Gallery Coordinator • Casual Bar and Functions staff • ManPAC Board members • ManPAC Patron Program members • ManPAC artists and audiences |
| KEY EXTERNAL RELATIONSHIPS | <ul style="list-style-type: none"> • Venue Hirers • Sponsors and Partners • Patrons |