**Position Title**  
Events Assistant

**Position No**  
10799

**Business Unit**  
Community Development & Events

**Group**  
Events and Entertainment

**Work Location**  
Gladstone Entertainment Centre

**Position Status**  
Casual

**Classification Level**  
Level A

**Employment Conditions**  
Gladstone Regional Council Certified Agreement

**Award**  
Local Government Industry (Stream A) Award - State 2017

**Section**  
One - Administrative, clerical, technical, professional, community service, supervisory and managerial services

**Reporting line**  
GECC Venue Leader

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## PART A

### POSITION PURPOSE

The purpose of this position is to provide efficient and effective customer service to patrons at the Gladstone Entertainment Convention Centre (GECC) and other venues through assistance with food and beverage services and general housekeeping duties.

### POSITION RESPONSIBILITIES AND KEY ACCOUNTABILITIES

#### Delivery

- Assist customers with their queries or complaints through the provision of efficient and effective customer service.
- Perform box office and basic administration duties.
- Perform general housekeeping of Centre before, during and after functions / events.
- Undertake merchandise sales duties.
- Comply with the cash handling procedure adopted by Council at all times.
- Conduct Front of House Asset stocktakes.
- Under the direction of the Senior Front of House Officer and the Events Specialist participate in room setups, pack downs and turn-arounds.
- Working as part of the events team will include working events within GECC, and also community events and other external events
- Provide public information and advices to customers and employees.
- Visually monitor patrons at functions and events ensuring safety for attendees including staff.
- Contribute knowledge and experience to the ongoing improvement of service delivery and front of house procedures and work practices.
- Comply with and apply relevant legislation, specifically the Work Health and Safety Act and Regulations 2011 in the performance of duties ensuring directions and work undertaken is lawful.
- Achieve all compliance elements of the role.

#### Improvement / Operational Excellence

- Work to ensure the integrity of all tasks undertaken are efficiently carried out and completed as per direction and to specifications.
- Where delays, interruptions or changes in work is identified, liaise with line management for an appropriate course of action to minimise issues.

#### Customer Service (internal & external)

- Promote a customer service culture within Council, ensuring high satisfaction and efficient and safe service delivery.
- Promote a team culture focused on delivery quality customer service to ensure high satisfaction and efficient service delivery to all customers by meeting service level requirements, deadlines and agreed expectations.
- Represent Council and promote a positive image and maintain strong and productive networks within community, business, other local authorities, governance agencies, the private sector and the broader environment.
KEY INTERNAL AND EXTERNAL RELATIONSHIPS

These relationships are important for understanding the nature of the interpersonal skills required to successfully perform the role.

- The Executive Leadership Team.
- General Manager Community Development Events
- Members of the public.
- Other employees.

ESSENTIAL REQUIREMENTS FOR THE ROLE

1. Relevant experience gained through employment in a customer service facing role.
2. Experience in cash handling, use of EFTPOS, recording, reconciling financial transactions.
3. Effective interpersonal and communication (verbal and written English) skills and experience liaising with customers.
4. Basic problem solving skills to effectively address and resolve customer enquiries.
5. Basic keyboard skills and experience in the use of Microsoft Office Suite.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

1. Previous local government experience.

MANDATORY COMPONENTS OF THE ROLE

Mandatory for the position at Council and training will be provided if required.

1. Operate GECC and Council's corporate business systems.
2. Knowledge of GECC functions, policies and procedures.
3. Acquire and maintain current knowledge of the requirements and functions of employees and Council under the Local Government Act 2009.
5. Operate Council's corporate business systems.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position is required to work indoor and outdoor and will require periods of sitting at a desk and operating a computer and telephone. The position also requires the employee to work outdoors carrying out physical tasks which may include manual handling, repetitive bending, kneeling, twisting and/or squatting, lifting, working in confined spaces, and working at heights.

SUPERVISORY CONTROL AND EXTENT OF AUTHORITY

- This position works under direct supervision.
- Work outcomes are clearly monitored.
- Freedom to act limited by standards and procedures.
- Solutions to problems found in established procedures and instructions, assistance readily available.
- No scope for interpretation.

PART B

KEY LEADERSHIP PERFORMANCE STANDARDS AND EXPECTATIONS

LEADERSHIP

- Promote and inspire others to share ownership of and contribute to Council’s vision and goals.
- Role model Council’s values; maintain confidentiality and always act in accordance with Council’s Code of Conduct.
- Maintain strong and effective relationships across Council incorporating and strengthening collaborative and interdisciplinary teamwork.
- Take a proactive approach to the management of conflicts (and perceived conflicts) of interest for self.
- Seek regular feedback and self-assess personal/professional strengths and weaknesses for development and to pursue professional growth.
• Demonstrate a high degree of personal accountability and self-organisation and take responsibility for maintaining a working knowledge of all legislative and regulatory obligations of Council as they apply to the role.
• Keep abreast of legislation as recorded in position description and any other state and federal legislation delegated to Council for enforcement to ensure effective compliance in the areas of responsibility.
• Act with care, attention and due diligence to exercise decision making in accordance with delegations and instruments of authority relevant to the position.
• Promote a culture of high performance and support others to deliver operational objectives across Council.

HEALTH, SAFETY AND WELLBEING
• Ensure the work environment supports work health and safety (WHS) legislation and systems.
• Encourage, promote and ensure that work has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information.
• Maximise awareness through participation in activities that promotes work health and safety continuous improvement throughout the organisation.
• Ensure you and your colleagues comply with the Work Health and Safety Act 2011, policies, procedures and advices with a particular emphasis on risks and duties of workers as well as seeking appropriate on the job training.
• Report workplace health and safety concerns, breaches or incidents to your supervisor or log all incidents into Councils safety system.
• Actively promote identification and correction of hazards and risks including timely investigation and completion of incident investigations.
• Ensure the organisation has work health and safety mechanisms in place that enable consultation and accountability on work health and safety matters.

VALUES AND ETHICS
• Model the highest standards of personal, professional and organisational values and behaviours and maintain a lawful, professional and ethical approach to decision-making and resource allocation.
• Deliver open, honest, impartial (free from bias or conflict of interest) and constructive advice to Council.
• Ensure effective systems are in place to ensure Council compliance with legislative responsibilities and requirements.

MANAGE RESOURCES
• Effectively utilise financial, human and asset resources under your control to optimise Council performance.
• Comply with legislative and Council's financial and asset management requirements.
• Provide feedback on the efficiency and effectiveness of resource utilisation.
• Maintain professional networks to enable effective sharing of knowledge and information between Council and other agencies to improve community outcomes and maximise delivery efficiency.

SOCIAL RESPONSIBILITY
• Apply effective community and customer engagement and consultation processes.
• Ensure the work areas activities establish Council as a leader in environmental management.
• Monitor and act on community satisfaction with Council performance.

PART C: SIGN OFF

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Performance standards for this position will be detailed in an individual bi-annual achievement review plan and may include Key Result Areas and/or Key Performance Indicators. This position description is subject to change from time to time to meet the requirements of Council's strategic direction.