

Thank you for your interest in Merrigong Theatre Company's current vacancy for

**Casual Front of House Attendant / Casual Front of House Manager**

Please note all applications must include:

1. A current CV including:
  - a. Full name
  - b. Phone number/s
  - c. Email address
  - d. Mailing address
  - e. Contact details for at least two referees
  
2. Responses to the selection criteria. You should directly respond to each of the Essential and Desirable Criteria outlined in the position description. Your application **may not be considered** if this is not included.

Notes for addressing the selection criteria:

You need to include a short paragraph explaining and describing how you meet each and every selection criteria (essential & desirable) listed in the Position Description, giving examples wherever possible. You should include details that highlight your experience, skills, knowledge and qualifications that are relevant to the position.

Applications for this position close at 5pm on Friday 15 September 2017. Applications should be emailed directly to [recruitment@merrigong.com.au](mailto:recruitment@merrigong.com.au) or posted to:

Attention: Recruitment  
Merrigong Theatre Company  
PO Box 786  
Wollongong NSW 2520

If you require further information about the position, please do not hesitate to send an email to [recruitment@merrigong.com.au](mailto:recruitment@merrigong.com.au) including a phone number if you would like a return call.

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## Position Description

<b><u>POSITION:</u></b>	Front of House Attendant
<b><u>LEVEL:</u></b>	Level 2
<b><u>RATE OF PAY:</u></b>	As per the Live Performance Award
<b><u>CATEGORY:</u></b>	Casual

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### POSITION OBJECTIVES:

In order to meet the objectives of Merrigong's strategic plan this position will:

1. Provide excellence in customer service during performances and events to ensure the successful delivery of Front of House services, including ushering patrons, selling merchandise and serving in the venue bars.
2. Take an active role in ensuring the safety of all patrons and staff using the Front of House facilities.
3. Contribute to efforts across Merrigong Theatre Company to enhance the experience of IPAC and Wollongong Town Hall patrons.

### KEY RESPONSIBILITIES:

#### Objective 1

- Follow the procedures outlined in the Front of House Usher Manual and Checklist.
- Greet patrons, and carefully check tickets of those attending performances, and usher patrons to their correct seats.
- Monitor auditorium activity during performances and report problems to the Front of House Manager.
- Promote and sell merchandise materials for shows and events.
- Assist in the serving of refreshments from the venue bars.
- Ensure that all promotional materials in Front of House areas are maintained.
- Any other duties required to ensure the smooth running of Front of House.

#### Objective 2

- Ensure that all Workplace 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.
- Assist in evacuation if directed to do so.
- Report any Workplace Health and Safety concerns.
- Report any incidents to the Front of House Manager.

**Objective 3**

- Ensure a high level of customer service is provided to all patrons, hirers and other users of our venues.
- Be knowledgeable about the Company, the venues it operates, and the performances on, in order to answer patron questions.
- Any other reasonable duties as directed by the Front of House manager or Patron Services Co-Ordinator.

**ORGANISATIONAL RELATIONSHIPS:**

Reports To: Patron Services Co-Ordinator and Front of House Manager on duty

Supervises: Nil

Internal Liaisons: Front of House Staff, Café Staff, Front of House Volunteers

External Liaisons: Patrons

**SKILL REQUIREMENTS:****Essential Criteria**

- Front of House or customer relations experience
- Excellent personal grooming and presentation
- Good communication skills
- Cash handling and reconciliation skills
- Availability to work evening & weekend shifts
- Current Responsible Service of Alcohol accreditation
- Working knowledge of Microsoft Office (Outlook, Word and Excel)

**Desirable Criteria**

- Knowledge of the performing arts industry
- Knowledge of Work Health and Safety
- Current Senior First Aid accreditation
- Hospitality and Bar experience

**SPECIAL CONDITIONS:**

- Potential for the opportunity to work as Front of House Manager (Level 6) depending on demonstrated skills levels.