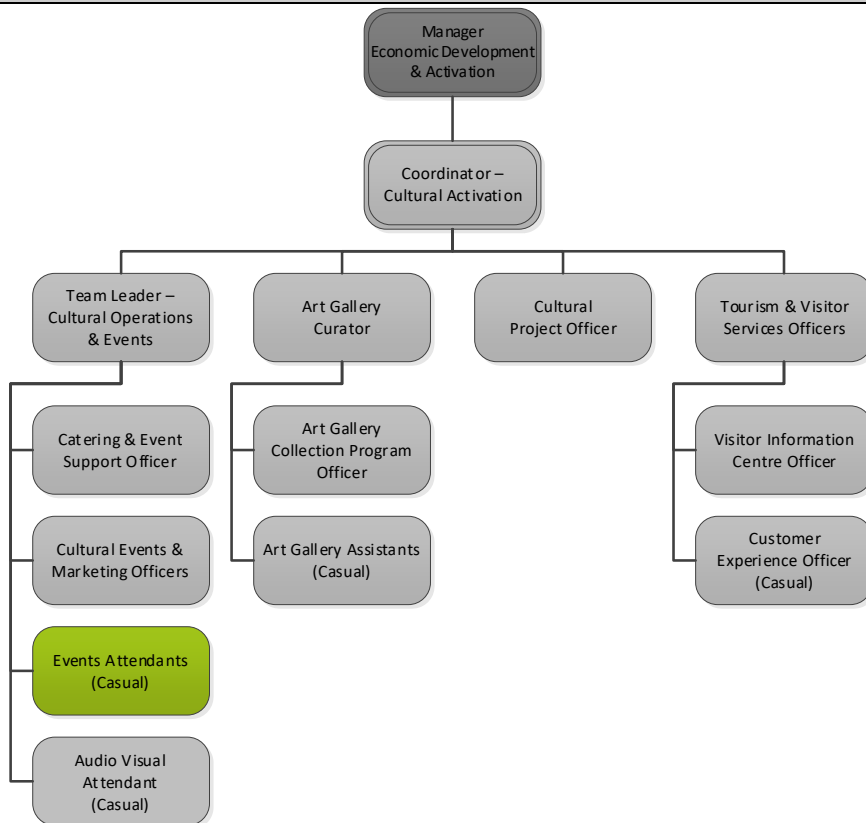


POSITION DESCRIPTION

Position Title	Event Attendant – Camden Civic Centre (Casual)
Position Number	26197
Division	Sport, Community & Activation
Branch	Economic Development & Activation
Grade	Grade 2
Special Requirements	Ability to work flexible hours, including weekends
Physical and Environmental Demands	Manual Handling Standing for extended periods
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	An Enriched and Connected Community

Reporting Structure



Position Purpose

To provide excellent and consistent Customer Service to customers including clients of the Civic Centre, including guest check in, liaison, marshalling, RSA, touch point cleaning, and food & beverage service that is compliant with legislative requirements and in accordance with the Council's standard of excellence, and the requirements of our customers.

Key Result Areas

- **Customer Experience**
- **Safety and housekeeping**
- **Branch Activities**
- **Core Corporate Values**

Key Duties & Responsibilities

Customer Experience

- Provide check in and guest registration for patrons
- Assist with general customers enquiries
- Provide a safe and secure environment for visitors
- Ensure the facility is open and operational during advertised hours
- Assist in the preparation of the facility for visitors each operating day
- Provide support to other staff as required
- Prepare, serve food and beverages as per quality service standard and industry regulations
- Assist in the delivery of programs including special events, and workshops
- Ushering duties, canteen and crowd marshalling.
- Other relevant duties which may be required from time to time

Safety and Housekeeping

- Receive and store all deliveries, ensuring all areas are accessible and clear of hazard
- Manage work areas, keeping clean and clear at all times
- Work safely and support others to work safely, ensure patrons are kept safe
- Report any identified hazards, incidents or near miss situations immediately
- Maintain safe food handling and responsible service of alcohol principals
- Touch point cleaning of all hard surfaces
- Restock of all sanitisation stations, hand towels, toilet paper, and hand soap
- Regular check of public facing area.

Branch Activities

- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

Corporate Core Values

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Customer Focus and safety.

WHS Responsibility	
<ul style="list-style-type: none"> Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area 	
Risk Management Responsibilities	
<ul style="list-style-type: none"> To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable Must be aware of operational and business risks. Particularly: <ul style="list-style-type: none"> understand and adhere to the principles of Risk Management within their job role; assist Managers and Team Leaders in identifying risks and risk treatments in their job role; provide input into various risk management activities; report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures. 	
Essential and Desirable Criteria	
Essential	
<ul style="list-style-type: none"> A demonstrated understanding and appreciation of quality customer service Demonstrated experience within the service industry Proven ability to work independently and as part of a small team Flexible availability over a seven-day casual roster Excellent communication and interpersonal skills Ability to effectively organise and prioritise workloads Demonstrated ability to apply EEO and WHS principles Demonstrated experience in functions or events 	
Desirable	
<ul style="list-style-type: none"> Current Drivers licence First Aid qualifications Current RSA and ID Card 	
Prepared By	Coordinator – Cultural Activation
Date Prepared	February 2022
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	
Employee Name:	
Employee Signature:	
Date:	