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| Events Staff | |
| Position No: | 46899 |
| Position classification: | Level 3 (Schedule B1) |
| Status: | Casual |
| Hours per week: | Maximum of 37.5 hours per week |
| Position revised on: | 23 November 2021 |
| Directorate: | Community Development |
| Business unit: | Arts and Culture |
| Service area: | Fremantle Arts Centre |
| Location: | 1 Finnerty Street, Fremantle |
| Reports to: | FAC General Manager |
| Reporting line: | N/A |

1 Primary objective(s) of the position

Fremantle Arts Centre periodically require casual events staff to assist with the successful set up, delivery and pack down of our concerts, exhibition openings and other miscellaneous events. .

2 Duties

General Customer Service

- Provide friendly, efficient customer service to audiences in a live event environment.
- Work in collaboration to deliver front of house requirements as requested for events across the City of Fremantle, FAC and Festivals program.
- Provide event information dissemination, surveys & distribution.

Event Set up and Pack Down

- Assist in the general set up and pack down of FAC events including but not limited to laying out furniture / seating, installing signage, installing fencing, setting up green rooms or artist areas.

Bar and Front of House service

- Assist with pre-event set up, end of service clean up, breakdown tasks & restocking.
- Handle cash and operate a till, EFTPOS machine and or / Square and electronic ticketing.
- Ensuring a clean, tidy and healthy work area.
- Work within responsible service of alcohol guidelines.

- Dispense stock & beverages including alcoholic beverages.
- Maintain product knowledge & assist customers in their selection
- Undertake stock takes as required.

Other

- Participate and perform in safety event processes as required.
- Assist with other duties as requested by the General Manager

3.1 Selection Criteria - Essential

- Excellent customer service skills with proven ability to tailor communications to different audiences
- Hospitality experience including bar service.
- Experience working with audiences in live event environments.
- Experience working in an arts and cultural events
- Strong interpersonal and communication skills.
- Ability to work in fast paced and loud environment.
- Cash and/or ticket handling
- Ability to work effectively independently
- Ability to use Microsoft Office including Word and Excel
- Current RSA
- Current police clearance

3.2 Selection Criteria - Desirable

- Relevant tertiary qualification or equivalent experience
- An interest in the arts and cultural sector
- Current WA Drivers Licence

4 Risk Management and Occupational Health and Safety

- Ensure you work safely, complying with all the City's work health and safety policies and procedures.

5 Other Specific details

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| Extent of authority | This position operates under broad direction but within limits of City policy and relevant legislative constraints. |
| Position has purchasing authority in line with procedure Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | |

6 Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager's signature: _____ Date: _____

Manager's name: _____

As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder's name: _____

Position holder's signature: _____ Date _____