



POSITION DESCRIPTION Casual Front of House Staff

ORGANISATIONAL RELATIONSHIPS

REPORTS TO: Front of House Supervisor, Ticketing and Hospitality Manager

INTERNAL LIAISONS: All Gasworks staff, Project and Program staff, cleaning staff, Volunteers.

EXTERNAL LIAISONS: Theatre attendees, the public, venue hirers.

KEY RESPONSIBILITIES

1. Provide quality hospitality experiences to Gasworks patrons.
2. To ensure the smooth operation and attractive presentation of the Gasworks Theatre box office and bar during performances and functions, including public safety.
3. To complete reporting documents, ensuring information is communicated to the supervisor.

KEY DUTIES

Front of House

1. The smooth operation of the Gasworks Theatres, Front of House, Box Office and Bar during performances and functions; including scanning tickets, ushering patrons to their seats, providing added assistance to patrons with special access requirements, float counts, setting up box office and bar for service, ensuring high presentation standard of venue before opening doors. Following all bar procedures for opening, closing and service.
2. Provide efficient, courteous, and informed service to customers and clients.
3. Box office duties – ticket sales, ticket collections, and trouble shoot ticketing issues with aid from the front of house supervisor.

4. Follow all aspects of the Responsible Service of Alcohol and the Venue Liquor License at all times.
5. Cash handling at point of sale and ensuring all bar and/or box office transactions are recorded, and takings are accurately finalised at the end of the shift.
6. Ensure a high level of cleanliness and hygiene of the FOH and bar areas is maintained, and cleaning is done while shows are in session as well as collection of glasses at proper intervals.
7. Private functions and special events - assisting with set up and pack down required in front of house areas, food and beverage service such operating a mobile bar or serving food platters.
8. Acting as fire warden and aiding the supervisor in the safe evacuation of the venue if required.

General Duties.

1. Represent Gasworks Arts Park to visitors as a positive ambassador.
2. Ensure internal communications are prompt and collaborative.
3. Other duties as required.

ESSENTIAL SELECTION CRITERIA

1. Current RSA Certificate.
2. Ability to multi-task and problem solve with a high degree of attention to detail.
3. Polished presentation and communication skills.

DESIRED SELECTION CRITERIA

1. Experience working in an Arts environment, or hospitality venue, e.g., restaurants, hotels, visitor attractions or other public venues.
2. Current First Aid certificate.
3. Food Safety & Handling qualifications.
4. Experience with ticketing systems (Eventfinda preferred) and POS Systems.
5. Working With Children check.