

POSITION DESCRIPTION

Customer Experience Team Member

POSITION DETAILS

Date of Position Description	Jan 2024
Position Title	Customer Experience Team Member
Position Grade	1
Directorate Business Unit	Community Services Riverside Theatres
Reports to	Senior Front of House Duty Manager
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

Customer Experience is pivotal to ensure that Riverside Theatres is maintained as a centre of excellence for performing arts, events and exhibitions in Parramatta and Western Sydney. The Customer Experience Team Member is responsible for providing under moderate to direct supervision, a high level of customer service to Riverside Theatre's stakeholders including patrons, customers, hirers and producers.

Riverside Theatres is the premier performing arts venue in Western Sydney. Well-established and highly respected both by the local community and the national arts industry, Riverside is one of Council's significant cultural assets, delivering arts experiences 7 days a week, year-round.

KEY RESPONSIBILITIES

Role Specific

- Provide high levels of customer service to all patrons, guests and contractors ensuring all guests are greeted face-to-face in a polite and friendly manner at all times.
- Undertake the duties of bar service, usher and box office team as per roster and operational requirements.
- Promote theatre programs, shows, and services by having a deep understanding of products and offerings.
- Demonstrate an in-depth knowledge of all venues and facilities within the Riverside Theatres as per training provided.
- Ensure accurate and correct sales and cash handling procedures are always followed.
- Check assigned areas for cleanliness, safety issues and lost property. Report and escalate any concerns to supervisors on shift.
- Ensure all emergency protocols are followed and assist with visitor safety and guide patrons to the exits and muster point as per training provided.
- Collaborate within Customer Experience team and across all Riverside theatres departments.

Baseline

- Attend all Riverside Theatres All-Staff meetings, team meetings and onsite mandatory training events.
- Undertake all online mandatory Council and Riverside Theatre training.



- Demonstrate a commitment to the KPI's of the business.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Must be available to work a rotating roster including nights, weekends and public holidays.

KNOWLEDGE

Qualifications

Responsible Service of Alcohol Certificate is required.

Experience

- Previous experience in Box office and Food and Beverage operations is desirable.

Skills

- Ability to sit, stand, walk, bend for extended periods, and be able to safely lift 15kg
- Ability to work and remain calm in a fast-paced, high-pressure environment with the ability to prioritise tasks.
- Exceptional interpersonal and communication skills
- Basic math and computer skills
- Display an agile mindset and adapt to an ever-changing live entertainment environment.
- Proven ability to multitask and thrive under pressure, supported by strong organisational and time management skills
- Proficiency in both written and verbal communication