



# POSITION DESCRIPTION

## Event Support Officer

Incumbent:	Vacant
Location:	Ararat Town Hall
Reports to:	Performing Arts Coordinator
Supervises/manages:	Nil
Employment Status:	Casual
Award Classification:	Band 3
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

### Position Summary

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Event support plays a critical role in ensuring the correct and efficient management of events in both public and corporate settings. The primary duties of our event staff include setting up and taking apart, helping guests navigate the venue, cleaning, and working the cash registers.

The role will also be required to assist in stocktaking of consumables, working the bar and waiting tables at functions.

### Key Responsibilities

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- Unloading and loading of equipment, setting up venues, including chairs and building stages.
- Facilitate seating organisation in respect to fire code regulations and working as an usher.
- Effectively operate point of sale system.
- Facilitate the proper organisation and cleanliness of venues.
- Provide high levels of customer service.
- Perform security roles.
- Work as a fire warden as required.
- Welcome guests and receive tickets
- Assist with stocktake of consumables.
- Assist with set up of sound and lighting equipment.
- Serve food and drinks as required.
- Provide relevant information to customers.
- Check equipment in inventory system and inspect for potential damage, reporting if required.
- Assist in the packing up and cleaning after events.
- To work as an active member within the team.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.

### Accountability & Extent of Authority

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- Accountable for the provision of information and support to customers to ensure a memorable experience.
- The nature of the work is clearly defined with procedures well understood and clearly defined.
- Accountable for the welfare and safety of visitors in accordance with established procedures.



# POSITION DESCRIPTION

## Judgement & Decision Making

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- Ability to make sound decisions within prescribed limits and as dictated by procedure.
- Ability to make sound judgements on situations and circumstances that may require assistance when dealing with difficult or emotional customers.
- Ability to solve problems when required.
- Guidance and support are always available.

## Specialist Knowledge & Skills

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- High level attention to detail.
- Strong organisational skills.
- A positive attitude, with high energy and stamina
- Ability to efficiently multi-task.
- Perform well under pressure.
- Excellent customer service skills.

## Interpersonal Skills

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- The ability to communicate effectively with colleagues, volunteers and visitors to ensure the delivery of high-quality customer service.
- Basic skills in managing time and organising own work.
- Excellent verbal and written skills.
- Excellent listening skills.

## Qualifications & Experience

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- Available to work weekends.
- Demonstrated commitment to customer service.

The following certificates are required but can be obtained following commencement.

- Responsible Serving of Alcohol certificate.
- Working With Children.
- Level 2 First Aid certificate.
- Fire warden experience.

## Special Characteristics

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This position may involve weekend and evening work according to roster under the provisions of the Ararat Rural City Council Enterprise Agreement - employees engaged in community services.

## Position Approval

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	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the Chief Executive Officer		