



POSITION DESCRIPTION

Position:	Casual Visitor Services Officer (VSO)
Reports to:	Assistant Manager Visitor Services (Front of House)
Direct reports:	NIL
Peers:	Venue Technicians
Location:	Brisbane Powerhouse, New Farm, Queensland
Financial Delegation:	NIL

BRISBANE POWERHOUSE

About Us

Brisbane Powerhouse is the home for living art, ideas and experiences, representing the personality of contemporary Brisbane.

Australia's fastest growing comedy festival, *Brisbane Comedy Festival*, has grown into a multi-venue extravaganza, bursting at the seams to host a hand-picked selection of the funniest folk in the country.

Held from Fri 22 Feb – Sun 24 Mar 2019 at Brisbane Powerhouse, Brisbane City Hall and SunPAC, *Brisbane Comedy Festival* will play host to one-liners, whimsy and mockery from more than 70 of the most hilarious national and international comedians.

Your opportunity to be a part of this exciting festival is here.

Our Values

Personal
Contemporary
Awesome

Our Cultural Vision

We belong to a place and time
We have a foot in New Farm and a foot in New York
We value enthusiasm and engagement
We are builders, but we do not build alone

POSITION SUMMARY

The Visitor Services Department focuses primarily on front line services, delivering effective and exceptional services to all visitors and specifically to our customers through the delivery of Front of House, Ticketing and Reception operations.

A Visitor Services Officer (VSO) is often the first point of contact for our visitors and is responsible for delivering Front of House, ticketing, reception and wayfinding services to our customers while ensuring a safe, enjoyable and unique experience for all visitors to our precinct.



This position will be supporting us with the delivery of Brisbane Comedy Festival – 22nd February to 24th March 2019 at both Brisbane Powerhouse and Brisbane City Hall.

KEY ACCOUNTABILITIES

- Act in the role of Fire Warden, following procedures for the safety and evacuation of staff, clients and patrons in case of emergency.
 - Provide an efficient, safe, welcoming and patron friendly service to all events and performances in the Brisbane Powerhouse precinct.
 - Deliver exceptional service levels to all visitors of the Brisbane Powerhouse precinct.
 - Perform theatre safety checks as required, identifying and reporting to the Duty Manager on any potential safety hazards or breaches in emergency evacuation procedures or guidelines.
 - Liaise with key stakeholders including technical services and Duty Manager to ensure best practices and procedures are met with regards to managing audiences and patron movement within a performance space.
 - Authorising or scanning tickets and seating audiences, ensuring that performances commence at scheduled times.
 - Monitor audiences during performances and, when required follow policies and procedures that are in place in order to ensure public safety, RSA and general patron enjoyment.
 - Identify and report to Duty Manager any inefficiencies or issues associated with operations specific to Front of House
 - Ensuring relevant policies and procedures are adhered to with regards to Ticketing, WH&S and Front of House services.
 - Conduct tours as required and possess a knowledge and sense of history of Brisbane Powerhouse.
 - Ensure precinct cleanliness and tidiness.
 - Assist in Ticketing and Reception services as required.
 - Any other related duties as requested by the Duty Manager.
 - Provide Assistance when required to other departments such as Marketing, Technical Services, Events and Precinct as requested by the Duty Manager.
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KEY CAPABILITIES:

- Suitable availability to support the delivery of Brisbane Comedy Festival 2019.
- Willingness to work at both Brisbane Powerhouse and also Brisbane City Hall.
- Ability to work to a flexible time schedule as the position involves regular evening and weekend work.
- Knowledge of the Entertainment, Functions and Convention Industry, from a patron services perspective.
- Possess analytical and problem solving skills and be able to effectively manage competing priorities and commitments.
- Demonstrated ability to contribute positively to a team and encourage improvement.
- Exceptional verbal and written communication skills with the capacity to engage successfully with a diverse client and patron base while providing high quality customer service.
- An understanding in the effective use of language and body language in providing exceptional customer service and in diffusing confrontational situations.
- The ability to provide an effective Front of House services with a quiet, calm and helpful manner while maintaining a relaxed and inviting environment.



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- Ability to work effectively in a high pressure environment.
 - Computer literacy with experience in ticketing software and an understanding of Excel, word and outlook
 - Well-developed analytical and problem solving skills.
 - Knowledge of Smoking Legislation and Responsible Service of Alcohol and as applicable to this position.
 - The flexibility to work across multiple venues including Brisbane City Hall during Brisbane Comedy Festival.
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KEY RELATIONSHIPS

Internal – ASM Visitor Services (Front of House), Duty Managers, Visitor Services Officers (Ticketing)

External – Clients, delegates, ticket holders, visitors, artists, promoters, sponsors.

CLOSING DATE 11 FEBRUARY 2019

HOW TO APPLY

Send your CV and a cover letter detailing why you would like to be involved to recruitment@brisbanepowerhouse.org