Position Description  
As At 14-Feb-2018

**Position Title:** Supervisor - Front of House  
**Position Code:** 1463  
**Department:** Community Wellbeing  
**Business Unit:** Arts Culture & Events  
**Work Group:** Performing Arts  
**Position Classification:** Band 4  
**Effective Date:** April 2019

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

### 1.0 Position Objectives

1.1 The Front of House Supervisor oversees all front of house operations during performances & events at the Wangaratta Performing Arts & Convention Centre (WPACC), Wangaratta Art Gallery and Council Events ensuring all patrons & hirers enjoy a positive, safe and memorable experience whilst attending the venue or event.

### 2.0 Key Responsibilities

2.1 Manage the front of house operations as per policies and procedures and in a customer focussed manner for box office operations, performances and functions and responsible for the supervision of staff, volunteers, hirers, patrons and contractors when on duty.

2.2 Provide excellent customer service to all patrons, hirers and contractors providing assistance and advice where possible or referring to others when necessary.

2.3 Provide on the job training to front of house staff and volunteers.

2.4 Hold pre show Usher briefings ensuring all front of house staff are well informed of the relevant event and what’s required.

2.5 Act in the capacity of Chief Fire Warden and be responsible for the care and safety of all members of the public on the premises before, during and after all events, paying particular attention to patrons requiring additional assistance.

2.6 To deal with customer complaints quickly, confidently, effectively and appropriately and inform the Box Office Team Leader or the Venue Coordinator.

2.7 Where required, be responsible for managing a float, processing ticket sales and reconciling sales at the end of a shift.

2.8 Have advanced computer skills and the ability to produce administrative work as required during your shift and support the WPACC team.

2.9 Work on offsite events or within other Rural City of Wangaratta facilities to provide support and assistance as required including the Events Team and Wangaratta Art Gallery Programs.

### 3.0 Core Physical Requirements
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3.1 Accurately read small print on tickets in order to verify correct date, time, event and seat location.

3.2 Ability to stand for long periods of time.

3.3 In an emergency, be capable of escorting patrons from the building – including those patrons who have impaired or limited mobility.

3.4 Capacity to, on occasion, lift items unspecified in weight within individual limits.

3.5 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.

### 4.0 Accountability and Extent of Authority

4.1 This position is accountable to the Box Office Team Leader and Venue Coordinator for the efficient and effective operation and performance of WPACC.

4.2 Ability to follow guidelines but scope to exercise some discretion depending upon the situation.

4.3 Supervision of volunteers for the effective and efficient delivery of a rostered performance or event.

4.4 Ensuring safe evacuation of the entire Front of House area of the building in the event of an emergency and to provide liaison with emergency services.

4.5 To comply and ensure others comply with the venue’s Health and Safety Policy and other policies.

4.6 Responsible for the overall security of Front of House area and responsible at times for alarming and locking the venue as required.

### 5.0 Judgement and Decision Making

5.1 Ability to think quickly and effectively problem solve for a best outcome.

5.2 Ability to make decisions relevant to the role relating to the day-to-day operations of WPACC.

### 6.0 Knowledge and Skills

#### 6.1 Specialist Skills and Knowledge

6.1.1 Experience in supervision of front line customer service teams in either theatre and/or hospitality operations.

6.1.2 Ability to interact with different audiences ranging from excited children to mature, sophisticated theatre goers.

6.1.3 Proficiency with computerised ticketing system essential. Knowledge of event management systems preferred.

6.1.4 Basic understanding of Occupational Health and Safety practices.

6.1.5 High proficiency in the operation of office and screen based equipment particularly Microsoft Office including Outlook, Word and Excel.

#### 6.2 Management Skills

6.2.1 Skills in managing staff, time, planning and organising own work.

6.2.2 Ability to provide supervision and on the job training.

### 6.3 Interpersonal Skills
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6.3.1 Ability to be tactful courteous, and patient in trying or difficult circumstances.
6.3.2 Excellent Customer Service skills and the ability to communicate effectively and courteously with patrons and users whilst providing the highest level of customer service.
6.3.3 Demonstrated ability to work cooperatively and effectively in a team to achieve specified goals.

7.0 Qualifications and Experience

7.1 Experience in supervising staff.
7.2 Experience in customer service.
7.3 Experience within a professional ticketing environment.
7.4 Current Working with Children Check.
7.5 Current Level 2 First Aid

8.0 Key Selection Criteria

8.1 Recent experience in the operation of a computerised ticketing and event management systems.
8.2 Demonstrated ability to effectively supervise events, liaise with internal catering contractor and external event coordinators to maximise experiences and the success of events.
8.3 Ability to provide leadership, supervision and on the job training.
8.4 Developed practical written and verbal communications skills.
8.5 Demonstrated ability to problem solve and commitment to seek mutually beneficial solutions.
8.6 Availability to work evenings and weekends and the ability to work outside business hours and flexibility with hours.
8.7 Intermediate to advanced Microsoft Office Skills.
8.8 Current First Aid Level 2 and working with children check required.

9. Authorisation

Authorised by: Director - Community Wellbeing

Date: ____________________________
Employee’s Signature ____________________________

Date: ____________________________