



# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Operations Officer</b>
<b>Position Number:</b>	<b>10998</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reports to:</b>	<b>Operations Supervisor</b>
<b>Supervises:</b>	<b>Casual Staff</b>
<b>Department:</b>	<b>Community Programs</b>
<b>Agreement:</b>	<b>City of Karratha Industrial Agreement 2023</b>
<b>Classification:</b>	<b>Level 3</b>

## 1. POSITION OVERVIEW

The Operations Officer is responsible for the operation of a high-quality ticketing service and movie program, provision of food and beverages services, supervision of casual events staff, and the role as Approved Manager of the licensed premises under the *Liquor Control Act 1988* for a wide range of performances and events.

### 1.1 Position Objectives

- To present a friendly and efficient customer experience for all customers visiting or attending performances, events and activities at the Red Earth Arts Precinct.
- In the absence of the Operations Supervisor, oversee events and supervise a range of service providers and casual staff engaged in delivering events.
- To provide a standardised approach in relation to ticketing enquiries.
- To operate the service of liquor within the terms of the liquor licence.
- To ensure that the foyers, theatre and other public spaces are kept in a clean and tidy manner and present a good impression at all times.
- To be a responsible and key person in the evacuation and emergency procedures of the centre.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Box Office Administration

- Act as the first point of contact for visitors and venue users and respond to queries to a professional standard.
- Provide information and promotion of all events at the venue.
- Provide accurate and timely reporting.
- Assist in the supervision and training of casual staff.
- Prepare show reconciliation and performance statement reports.
- Assist with resolving any end of shift banking or ticketing issues.
- Manage cash handling and reconciliation for ticketing and kiosk/bar end of shift banking and prepare cash for banking.
- Monitor the general Box Office email address, responding to, or forwarding enquires, as needed.
- Operate Box Office as a general REAP reception desk during normal opening hours, assisting contractors, programming the front doors and dealing with other enquiries.

## 2.2 Ticketing and Movie Programming

- Provide a high-quality ticketing sales and services promoting the City's events to customers.
- Ensure that the computerised ticketing system is operated correctly, ensuring the accuracy of data.
- Provide reports with insights on ticketing sales, patron information and other information as required.
- Liaise with hirers and producers on ticketing related matters.
- Process education bookings in conjunction with the Operations Supervisor.
- In liaison with the Operations Supervisor, research and ensure appropriate movie programming including direct liaison with movie distributors to book movie titles.
- Plan and prepare movie and external distributor purchase orders.
- Prepare performance statements and other reports as required for movies and other events.

## 2.3 Event Management

- Act as Approved Manager (Duty Manager) under the *Liquor Control Act 1988* for live performances and other events ensuring the responsible service of alcohol at all times and compliance with the Precinct's liquor licence.
- In liaison with the Operations Supervisor, responsible for monitoring, ordering and display of stock.
- Conduct monthly inventory audits to account and assess inventory needs.
- Provide support for functions and events and oversee events, include liaison with external clients before and during the function.
- Set up meeting and function rooms with furniture and catering requirements.
- Supervise casual staff during events.
- Securely lock up the venue at the end of events as required.
- Assist the Operations Supervisor to manage internal and aspects of bookings of meeting and events spaces as required.
- Maintain the venue in a clean and presentable condition by undertaking spot cleaning of kiosk, bar, public areas, and toilets.

## 2.4 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.

- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

### **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

#### **3.1 Authority and Accountability**

- Works under regular supervision of the Operations Supervisor
- Works in accordance with approved Council's policies, procedures and guidelines

#### **3.2 Judgement and Problem Solving**

- Ability to exercise limited judgement to problem solve by using guidance found in established processes, procedures, precedents, and guidelines.

#### **3.3 Management and Leadership Skills**

- Ability to respond to and manage large audiences appropriately.
- Ability to supervise work or provide on the job training of casual events staff.
- Ability to supervise a range of service providers engaged in the delivery of events.

#### **3.4 Specialist Knowledge and Skills**

- Working knowledge of Microsoft Office work processing and spreadsheet software with developed keyboard skills.
- Demonstrated cash handling skills and ability to prepare accurate banking paperwork.
- Developed knowledge of Point-of-Sale systems and computerised ticketing systems.
- Application of developed skills acquired through on-the-job training.

#### **3.5 Interpersonal Skills**

- Developed numeracy, verbal and written communication skills with a high level of attention to detail and accuracy.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Employees at this level require communication skills to enable them to effectively communicate with clients, other employees and members of the public and in the resolution of minor matters.
- Sound interpersonal and negotiation skills to ensure effective communication.

#### **3.6 Qualifications and Experience**

- Be an Approved Manager under the Liquor Licensing Act 1988 (or be prepared to obtain)
- Demonstrated experience in a similar role is desirable
- Relevant experience with computerised ticketing systems (desirable or willingness to undertake training)
- Working with Children Check (desirable)
- First Aid Certificate (desirable or willingness to undertake training)
- Current Manual C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)
- Ability and willingness to undertake Fire Warden Training
- Ability to work evening and weekend rosters.