



POSITION DESCRIPTION

Position Title: Cinema Attendant

Department: Programming

Contract Term: Casual

Reports to: Cinema Supervisor

Direct Reports: NIL

Significant Working Relationships: Cinema Customer Services, Box Office, Front of House and Functions and Event staff

Decision Making/ Purchasing Authority: Nil

Special Conditions: 7-day roster cycle including evenings

Updated: January 2019

ABOUT US:

HOTA, Home of the Arts.

Surrounded by parklands and a lake with Surfers Paradise as the backdrop, Home of the Arts is your place for live performances, lake-side strolls, star-gazing, cinema-watching, art and new-ideas. There's a unique outdoor stage for live events and a refreshed cafe for relaxing and connecting. Plus, all your favourites, like our cinemas, theatres and gallery.

Discover art—indoors and out. HOTA is that kind of place—where art meets life.

HOTA's brand-spanking new outdoor stage is like no other. It's at the heart of HOTA and will be a magnet for world-class artists. We believe in community, conversation and creativity, so when we're not presenting amazing live performances, we'll bring the parklands alive. Experience dance or yoga on the green, parkrun around the lake and our popular Sunday farmer's markets, all in one place.

HOTA is the home for all things creative. A home that brings people together where ideas are transformed into real life experiences. A place where art makes the world a better place.

Our future is bright

We're building momentum for a richer, deeper arts and culture experience for the Gold Coast. There's so much more to come at HOTA, Home of the Arts. hota.com.au

OUR VISION: To capture your imagination.

OUR PURPOSE: To be Gold Coast's home of Arts and Culture – a gathering place that locals love, and visitors must see and to offer inspiration, discovery and connection.

WHAT WE VALUE:

At the HOTA we value:

ART – We are champions of art and believe in its power to unite, challenge, transform and delight. That's why it is at the heart of everything we do.

CITIZENSHIP – We proudly contribute to our community and take seriously our role as custodians. We are global citizens.

CURIOSITY – We are genuinely interested, constantly inventive and always learning. That's how we innovate.

INTEGRITY – We do the right thing, work as one and lead by example. Every time.

GENEROSITY – We are welcoming hosts, open collaborators and passionate about artists and community. We are better together.

ABOUT THE JOB:

The purpose of this role is to operate HOTA's cinemas with a focus on engaging customer service. Often working alone this position is responsible for the safe practice of cinema operations including responsibility for evacuate patrons from cinemas if required and secure the building at end of the day.

Above all you will be a champion of arts and culture on the Gold Coast and the growing ambition of the Cultural Precinct.

KEY RESPONSIBILITIES include:

- Operate confidently HOTA's cinema equipment including to start-up, run, shut down and problem solve digital cinema systems
- Perform Front of House, cleaning, confectionary sales, as well as respond courteously and promptly to customer and phone enquiries as required
- Comply with WH&S regulations including acting as a fire warden to safely and quickly evacuate patrons from cinemas if required.
- Assume day-to-day control of all cinema activities including customer service, welcoming, ticket collection, responding to patron requirements, attending and documenting incidents if they arise and securing the building at the end of the day
- Capacity to work collaborate with other functional areas including Box Office, Cleaning, Technical and Functions and Event staff as required to ensure a positive patron experience

WORKPLACE HEALTH AND SAFETY

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
2. In accordance with HOTA's Work Place Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. This obligation will be met by:
 - Adhering to WH&S obligations and adopt sound work practices;
 - Following all safe working procedures and practices designed for the work;
 - Eliminating, reporting or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work-related condition or practice;

- Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
- When requested assist the supervisor and other workers in the risk assessment of workplace hazards.

SELECTION CRITERIA

- Recent experience in the cinema industry
- Demonstrated experience in customer service
- The ability to work unsupervised with a high level of responsibility
- Proactive, self-motivated with excellent time management skills
- Proven ability to prioritise under pressure.

Desirable

- Knowledge and interest in films
- First Aid Certificate or willingness to obtain one
- Current Police Certificate or willingness to obtain one

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

Human Resources Department
P: 07 5588 4090
E: hr@hota.com.au