

POSITION DESCRIPTION

Position Title:	Reception & Information
Department:	Visitor Experiences
Contract term:	Permanent Part Time – 3 days per week
Reports to:	Ticketing Services Manager
Role Level SEA	Admin Level 2
Direct Reports:	None
Significant Working Relationships:	Box Office Staff, Gallery Staff, Ushers, Security, Duty Managers
Decision Making/ Purchasing Authority:	None
Special Conditions:	
UPDATED:	May 2019

ORGANISATIONAL OVERVIEW

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 Cultural Precinct 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:

This position will be the face of HOTA. This role will be based right next to our Box Office and will provide our patrons with first class customer service for all their non-ticketing enquiries. This role will also provide support to the Gallery as well as basic administration support for the Organisation.

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:

- Provide information to patrons and guests by being the first point of contact
- Perform receptionist duties for the organisation (accept courier deliveries, answer all incoming calls and transfer as required)
- Responsible for all incoming and outgoing mail collection and delivery
- Provide administration support as required
- Ordering of staff name badges and uniforms, as required
- Provide Box Office support when required
- Responsible for ordering of office stationery / equipment for the organisation
- Responsible for managing the Lost and Found items within the Organisation
- Any other reasonable tasks as requested by the Box Office Manager or Director Visitor Experiences.

WORKPLACE HEALTH AND SAFETY

To demonstrate due diligence to ensure that Home of the Arts meets its work health and safety obligations through:

- Acquiring knowledge of health and safety issues;
- Understanding operations and associated hazards and risks;
- Ensuring that appropriate resources and processes are used to eliminate or minimise risks to health and safety;
- Implementing processes for responding to information about incidents hazards and risks; and,
- Establishing and maintaining compliance processes; and,
- Verifying the provision and use of the resources mentioned in the steps above.
- Take reasonable care for your own health and safety;
- Take reasonable care that your conduct does not adversely affect the health and safety of others;

- Comply, so far as you are reasonably able to, with instructions given for WHS;
- Cooperate with reasonable WHS policies or procedures that have been notified to you.

SELECTION CRITERIA

- Previous experience working as a Receptionist for a similar sized organisation (minimum of 3 years' experience)
- Exceptional Customer Service skills
- Well-developed written and verbal communication skills
- Advanced Administration skills (ability to use all office equipment and Microsoft Office Suite)
- Able to work on a rotating roster that will involve Weekends and Public Holidays

QUALIFICATIONS

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

People and Culture Advisor
P: 07 5588 4090
E: employment@hota.com.au