

## POSITION DESCRIPTION

Position Title:	Usher
Department:	Visitor Experiences
Employment Status:	Casual
Reports to:	FOH Supervisor
Direct Reports:	Nil
Significant Working Relationships:	Customer Services, Technical Department, Volunteers, Functions and Events and Programming.
Decision Making/ Purchasing Authority:	None
SEA Level	Theatre level 1
Special Conditions:	Split shifts required.
Updated:	June 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, stargazing, 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](http://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

## DEPARTMENT OVERVIEW

Visitor Experience Department is charged with the responsibility for;

- Providing the best customer service experience to all who come into contact with Home of the Arts through the provision of Food & Beverage, ticketing, ushers and reception / information, and cleaning.
- Working to put customer service front of mind and ensuring that systems and process are as streamlined as possible.

## POSITION OVERVIEW

- Welcoming patrons to HOTA
- To provide outstanding customer and client services that achieves a high level of satisfaction;
- Contribute to the care and presentation of the precinct
- Ability to work as part of a team and individually
- To direct and assist 'Patrons' of Home of the Arts amicably and professionally;
- To ensure HOTA policies and protocols are followed;
- Assist other departments of HOTA, Home of the Arts by performing other duties as directed.
- Work in a fast paced, busy precinct with environmental conditions such as noise, heights, dark, dim, absence of lighting

## KEY RESPONSIBILITIES

### Patron Experiences

- Provide exceptional frontline customer service and directions for guests of Home of the Arts attending functions, events and performances within the facility ensuring that every guest has a great experience
- Solving any ticketing/seating queries
- Maintain a professional, neat and well-groomed appearance, adhering to HOTA's Looking Good Guide
- Be alert and assist Guests entering and exiting events
- Respond to any disturbances, illness, etc among patrons and assisting as required

### Functional transactions and Operational

- Ensure that everyone entering our events has a ticket (unless otherwise directed by the FOH Supervisor); and directing patrons to their allocated seat/s
- Ensure requested policies on photography, audio and video recorders, food and drink, smoking, no-standing and disabled patrons are adhered to.
- Sell Merchandise when needed, collect float and float form from box office-checking correct float amount against form whilst with box office staff member. End of shift count all monies with Supervisor
- Assist with door sales when needed. Collect float and follow same directive as when selling merchandise. Tear off ticket Stubbs and give to box office along with float and monies taken at end of shift.
- Perform other duties as directed by the FOH Supervisor

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

## WORKPLACE HEALTH AND SAFETY

- Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
- To be familiar with HOTA's Health Safety and Fire Regulations/Protocols;
- Ensure aisles, doorways and exits are free from obstruction at all times
  - This includes patrons, chairs etc;
  - Prams and walkers are to be kept in an area as allocated by the FOH Supervisor);
- In accordance with Home of the Arts' Workplace Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations 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 potentially 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.

## KEY SELECTION CRITERIA

### People/Personal skills

- Experience in providing first class customer service in a fast-paced environment
- Demonstrated ability to actively listen, empathise, apologise and (where possible) resolve guest complaints
- Well-developed interpersonal skills which reflect a positive attitude, resilience and enthusiastic style
- Knowledge of Health and Safety regulations and experience of implanting and monitoring safe working practices;
- Assisting with the evacuation of patrons in the event of an emergency
- An understanding of access and disability requirements;
- A positive and solution focused attitude towards work;
- Flexibility in relation to duties and working hours which will require evenings and weekends.
- Ability to complete various physical tasks – sustained standing, manual handling, assisting patrons, light cleaning

### Physical Demands of the Role

- Ability to complete various physical tasks – sustained standing and walking, manual handling, assisting patrons, light cleaning

### Availability requirements

- This is a Casual role and due to the operational nature of this role, the incumbent must be available to work the majority of their shifts in the evening and over the weekend – subject to the needs of the business. This will include public holidays, as required.

## QUALIFICATIONS

1. Achievement of HSC or equivalent
2. Current Blue Card or willingness to obtain one
3. Current RSA or willingness to obtain one

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**Note** Copies of the above listed Qualifications/ Licences / Certificates may be required as evidence on appointment.

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## POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

People and Culture Advisor  
E: [employment@hota.com.au](mailto:employment@hota.com.au)