

POSITION DESCRIPTION

Position Title:	Visitor Services Team Leader
Department:	Visitor Services as part of Commercial Operations
Contract Term:	Permanent
Reports to:	Ticketing & Services Manager
Direct Reports:	Visitor Services Representatives
Significant Working Relationships:	Visitor Services Supervisor and Representatives, Marketing & Communications Department, Programming Department.
Decision Making/ Purchasing Authority:	Nil
Special Conditions:	Regular out of hours evening and weekend work will be required
Updated:	June 2019
Level	Theatre, Level 4

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

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

Effectively lead and support the Box Office team to deliver exceptional customer experiences and support all functional transactions and processes. Support marketing strategies and working with event promoters to provide advice, assistance and ticket sales status information. Ensure all current licensing and health and safety policies are implemented, monitored and dealt with promptly.

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
- Meeting/exceeding patrons and client's expectations of customer service, including the handling of customer complaints as required, ticket sales and Hello desk coverage
- Strive to develop excellence and improvements in patron experience and to act as a patron champion.
- To lead in the responsibility for the safety and security of the building, ensuring that systems and procedures for security are always followed

Team Leading

- Lead with provision of direction, instruction and guidance to team
- To lead our team of box office staff, communicating effectively to ensure the motivation of these staff and the smooth running of the front of house and box office operations;
- Assist with the overall operation of the box office and provide for the ordering, sale and accounting for all tickets sold for events in the precinct.
- To ensure that all box office staff are fully briefed on upcoming shows and events, marketing sales incentives
- To be responsible for drawing up rosters and providing payroll information for all box office staff, ensuring that the department is always appropriately staffed.
- Develop a team strategy for visitor services to reach its goal of being HOTA, Home of the Arts
- Supervise the selection, placement, training, safety, appraisal and coaching of the Box Office team
- Provide coaching and training to team members and monitor uptake, success and retraining if require
- Communicate clear instructions to team members and create an open style of communication to solicit and listen to team members' feedback
- To ensure that all box office staff have adequate and appropriate training and in Health and Safety and incident and fire evacuation procedures;
- Ensure the delivery of the HOTA's Vision, Purpose, objectives and values.
- Act as role model to staff and colleagues within the HOTA.

Functional transactions and Operational

- Manage and deliver the day-to-day operations including sales transactions, show builds and ticketing services
- Utilise technology provided by Home of the Arts including Ticketing (ENTA), POS, Marketing (E-Services) and Financial (Excel) systems, to ensure a smooth running and efficient box office
- Process banking and end of day reporting and rostering
- Other duties as required from time to time in other areas of the Visitor Experiences Department to meet operational requirements.
- Take full responsibility for Sales closed while on shift both financially and through the information provided to guests.
- To be responsible for the box office equipment, maintenance and ordering of ticketing stock and other supplies;

- To be well informed on all activities at Home of the Arts and possess the aptitude to attain information surreptitiously and quickly

Marketing strategies

- Maintain an effective database for marketing and reporting purposes and to train others are required

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

AVAILABILITY REQUIREMENTS

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.

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 Home of the Arts' Work Place 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 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.

KEY SELECTION CRITERIA

Technical skills

- Previous experience operating a computerised Box Office Ticketing system
- Excellent office administration and computer skills, including Microsoft Office Suite
- Cash handling skills
- Previous experience in Cinema, Theatre and /or Theme Park

People/Personal skills

- Effective leadership experience
- Outstanding experience providing first class customer service in a fast paced environment, minimum 3 years
- Proactive, self-motivated with excellent time management skills and the ability to prioritise and thrive under pressure
- 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 and solution focused attitude towards work;
- Excellent organisation and planning skills with proven ability to work flexibly under pressure, to prioritise and to meet deadlines and work within set budgets;
- Knowledge of Health and Safety regulations and experience of implanting and monitoring safe working practices;
- An understanding of access and disability requirements;
- Flexibility in relation to duties and working hours which will require evenings and weekends.

QUALIFICATIONS

1. Achievement of HSC or equivalent
2. Current Police Certificate or willingness to obtain one
3. Ticketing and sales training and/or qualifications are highly desirable
4. Higher education in Management, Leadership, Business Management, Sales & Marketing desirable

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

POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

People and Culture Advisor
E: employment@hota.com.au