

GEELONG PERFORMING ARTS CENTRE
POSITION DESCRIPTION
Customer Services – Usher
Casual

PRIMARY FUNCTIONS

- Deliver a high standard of customer service to all patrons of GPAC both internal and external
- Perform ushering duties
- Merchandise and program selling
- To understand and adopt GPAC values in all areas of work with a high emphasis on customer service, teamwork, community relations and finding solutions

MAJOR DUTIES

- Seat patrons ensuring correct seat number and valid ticket
- Actively seek to resolve customer difficulties or complaints
- Have full knowledge of all emergency procedures and an ability to implement these if required
- Have an awareness of all emergency exits and equipment
- Report all maintenance issues to Head Usher
- Ensure theatre doors are controlled during performances
- Ensure theatre protocols are observed including the use of cameras and food and drink in theatre
- Keep the foyer and toilets tidy during performances
- At the conclusion of the performance, pick up rubbish and check for lost property
- Sell programs and merchandise and balance takings

PERFORMANCE INDICATORS

- All customers dealt with in a friendly and efficient manner
- Customer issues are dealt with effectively and in a timely manner
- Theatre is open at least 15 minutes prior to curtain rising
- Wheelchairs are in correct position according to safety guidelines
- Accurate balancing of program and merchandise sales

REPORTING RELATIONSHIP

- Position reports directly to the Front of House Supervisor (this includes duty Front of House Supervisor) and through that person to the Customer Services Manager
- Close working relationship with all GPAC staff

TERMS AND CONDITIONS

Classification	Usher
Agreement	GPAC Enterprise Agreement (EA) 2007-2010
Term of engagement	Casual
Hours of work	As required, based on a fortnightly roster. No guarantee of minimum hours
Remuneration	\$19.06 per hour Note - The above rate is inclusive of a 22.5% casual loading in lieu of sick leave, annual leave and public holidays not worked. Penalties where applicable will apply as per the GPAC EA