

JOB DESCRIPTION

Job Title:	Front of House Coordinator
Reporting to:	Business Operations Manager
Rates of Pay:	In accordance with the [MA000081] Live Performance Award - Production & Support Staff Level 6 (Theatre)
Hours:	Part Time minimum 40 hours per fortnight - daytime, evenings, weekend and Public Holidays when required
Closing Date:	9 February 2018

METRO ARTS

Metro Arts is almost 40 years old but has always changed to remain current. We have been an artist's community, an independent platform, and now a leader in contemporary arts through creative/professional development and diverse community engagement. Championing all contemporary art forms, we have 6 full-time and 8 part-time staff and we manage a heritage venue in the CBD with 31 tenants, 38 spaces, and 2 commercial spaces. We also manage two satellite venues – one in Norman Park and one in Teneriffe. In one year alone we deliver up to 80 discreet projects across our performance and exhibition programs.

We're looking for a Front of House Coordinator with a positive attitude and exceptional customer service to join our team. You'll be working in a team of fun, passionate, hardworking people in Brisbane's CBD; and assisting us to present and promote some of the most exciting contemporary art in the city!

KEY RESPONSIBILITIES

Front of House Duties

- To ensure the comfort and safety of the general public at all times before, during and after a performance.
- To present a welcoming, courteous, helpful, clean and efficient service to all members of the general public.
- To be pro-active on behalf of the theatre in the areas of customer care and front-of-house sales.
- Liaise with Stages Managers with respect to operational procedures and brief other staff and volunteers as necessary.
- To maintain the secure and accurate handling of all monies in keeping with the theatre's financial regulations.

Ticketing

- Build and maintain ticketing on the Metro Arts websites for performances, cinema screenings and festivals. Training will be provided.
- Produce ticketing reports in partnership with office administrators.
- Prepare ticketing in conjunction with hirers and programmed artists' ticketing contracts.
- Sale of tickets.

- Carry out sales of food and drink in accordance with procedure to ensure the efficient running of the Metro Arts Bar and Café.
- Ensure the accurate accounting of sales and takings, using the till facilities provided and in keeping with the Metro Arts' financial procedures.

Facilities

- To be aware of and - implement when required the standard of tidiness necessary in the foyer, Studio, Basement and Sue Benner Theatre and to be responsible for maintaining the standard at all times.
- To anticipate the comfort and safety needs of theatregoers at all times.
- Ensure all Metro Arts' equipment has current Test and Tag..
- When required assist the Venue and Facilities Coordinator.

Essential

- Computer literate
- Experience, tact and skill in dealing with the public
- Good oral and written skills
- Willingness to work flexible hours

Desirable

- Experience in computerised ticketing systems
- First Aid Certificate
- Experience working in the arts
- Responsible Service of Alcohol

Selection Criteria

- Demonstrated Front of House experience in a venue, cinema, festival or entertainment environment.
- Strong problem solving skills.
- Ability to effectively manage competing priorities and commitments.
- Well-developed communications skills with the capacity to liaise successfully with a diverse client and patron base while providing high quality customer service.
- The ability to provide an effective front of house service while maintaining a relaxed and inviting environment.
- Ability to work to a flexible time schedule including after hours and weekends when required.

How to apply:

Please send your CV and a Cover Letter (no more than one page) outlining your skills relevant to the above Selection Criteria and what you'll bring to the Metro Arts community.

All applications to Jess Murphy, Business Operations Manager jess@metroarts.com.au