

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Leisure Services Officer - Arena
POSITION NUMBER:	1619
DIVISION:	Community Life
DEPARTMENT:	Leisure and Recreation Services
CLASSIFICATION:	Band 2C
REPORTS TO:	Catering and Event Coordinator
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Leisure and Recreation Services and other Council staff.
EXTERNAL LIAISONS:	Tenants and User Groups, Event Staff, Security Event Staff, Venue patrons, Trade Contactors, Suppliers, Community groups, members of the public.
DATE:	July 2017

POSITION OBJECTIVES:

This position will contribute to the efficient and effective operation of The Geelong Arena through the provision of quality service in the areas of food and beverage service, customer service, events set up and preparation, event day contribution as well as positive participation as a member of the team.

POSITION RESPONSIBILITIES:

Key Responsibilities:

With the diverse range of event modes offered at The Geelong Arena, staff are required to be multi-skilled in the delivery of a range of services, including:

1. Provide food and beverage services, including but not, limited to preparation and/or sale delivery of meals, snacks and/or beverages.
2. Provide professional, timely and quality service to customers during events and ensure the venue maintains outstanding presentation standards throughout events.
3. Positively contribute to the successful operation of the venue and development of staff into an efficient, effective and customer focused team and business unit
4. Prepare and set up stadium prior to major events, including talking with relevant personnel regarding the event, and supervising general labourers to complete stadium set up's prior to a major event, such as an a National Sporting event or large Community Gala Dinner.
5. Carry out the position to the standards as required by management.
6. Supervise and coordinate the clean-up operations of the venue prior to and post Events.

7. Adhere to all Council's policies and procedures as relevant to this position.
8. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

Essential:

1. Food and beverage service experience.
2. Must be flexible to meet the demands of the venue. The position may involve morning, evening and weekend work.
3. Excellent customer service skills.
4. Good written and verbal communication skills with the ability to build relationships with staff and client groups.
5. Reliable and trustworthy.
6. Good work ethic.
7. Food Handling Qualifications, Working with Children Check, Responsible Service of Alcohol, Level II First Aid.

Desirable:

8. Knowledge and understanding of events and/or entertainment industry
9. Café / fast food service experience.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Event Officer is directly accountable to the Catering and Event Coordinator for providing efficient and effective support to the Venue. The main area this support is required is in food and beverage service, event day management, event preparation, post-event supervision.
- The efficient, effective and quality output of the centre as a whole, by providing direct support and assistance to the Venue Manager in accordance with centre procedures, customer needs and nominated timeframes.
- The freedom to act is governed by the procedures and objectives of the centre with regular reporting to the appropriate coordinator.
- It is the responsibility of the staff member to monitor the validity of required qualifications and update these where necessary.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice are readily available from the Venue Manager and Catering and Event Coordinator.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.

SPECIALIST SKILLS AND KNOWLEDGE:

- Positive attitude.
- Attention to detail.
- Commitment to service ethic and personal service excellence.
- Sound knowledge of overall function and organisation of The Geelong Arena.
- Commitment to ongoing training and development.
- Ability to use personal computer including word processing, spreadsheet software and point of sale systems such as Centaman.
- Well developed customer service skills including personal and telephone reception.
- Ability to complete administrative procedures
- Cash handling at point of sales.
- Sound knowledge of overall function and organisation of the Centre and its staff.
- Commitment to ongoing training and development.

MANAGEMENT SKILLS:

- Ability to manage time, set priorities and plan and organise own work to carry out assigned duties efficiently and effectively
- Ability to initiate and recommend to Venue Manager or Catering and Event Coordinator improvements to the operations and procedures of the venue.
- Ability to work in high pressure situations during events and maintain professional manner at all times.

INTERPERSONAL SKILLS:

- Ability to deal pleasantly, clearly and tactfully with diverse members of the public, suppliers, contactors and staff, both directly and over the phone
- Good oral communication skills

- Written communication skills for the purpose of undertaking routine clerical duties
- Ability to work as part of a team

QUALIFICATIONS AND EXPERIENCE:

- Food and beverage service experience.
- Food Handling Qualifications, Working with Children Check, Responsible Service of Alcohol, Level II First Aid.
- Experience in working in a customer service/reception environment is desirable.
- Some experience in sporting venues, hospitality and events is desirable.
- Some experience in event management including but not limited to: barista/waiting, cash handling, process management, and operational management is desirable.

ADDITIONAL INFORMATION:

- This position will be required to work on a casual and/or unexpected basis and require availability to work mornings, evenings, weekends and some public holidays.

HOW TO APPLY

Applications close: 5:00pm Friday 21 July 2017

Contact Person: Harriet Toogood, Catering and Event Coordinator, 5278 3092

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer
Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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