

# THE PUMPHOUSE THEATRE

## JOB DESCRIPTION

### JOB TITLE

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Casual Front of House

### PURPOSE

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Our Front of House team are the friendly welcoming face of The PumpHouse when people visit. Each shift you might be answering questions, checking, or selling tickets and merchandise or helping people find their seats. You'll also help us keep an eye on health and safety.

### SPECIFIC DUTIES & RESPONSIBILITIES

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Specific shift duties will vary from shift to shift based on the needs of the organisation, but will include the following:

#### Entry Checking

- Ensure patrons who arrive with a pre-purchased ticket are attending on the correct date and time
- Ensure all patrons comply with Covid-19 safety requirements in force at the time
- Monitoring any patrons for signs they may be unwell

#### Box Office

- Complete sales of tickets and merchandise using the Patronbase system
- Ensure sales are completed to a high level of accuracy, always following operating procedures documented in your box office handbook
- Complete end-of-shift reporting of any issues to the Box Office Coordinator

#### Ushering

- Brief volunteer ushers on ushering procedures and PumpHouse Health and Safety requirements
- Check patron tickets and assist them to find their allocated seats
- Ensure patrons are seated in assigned seating only and that they comply with Health and Safety protocols
- Aid patrons who need assistance

#### General Duties

- Monitor, identify and report any health and safety risks inside or outside the building to the Duty Manager or Box Office Coordinator
- Ensure the theatre, foyer and bathroom areas are clean and tidy
- Complete any further duties requested by the Business Manager

### GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.

- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## **SKILLS, EXPERIENCE & EDUCATION**

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- Friendly, outgoing and welcoming. Happy to strike up a conversation, or approach someone and ask if they need help
- An understanding of and willingness to follow and enforce Health and Safety protocols
- Confident in working with customers to resolve issues
- Confident handling money, eftpos terminals and general computer skills
- Have an interest in and/or understanding of theatre and the performing arts