

POSITION DESCRIPTION

Position Title: Goldfields Arts Centre (GAC) Casual	Position Number: GACCAS
Department: Community Development	Accountable to: Senior Officer Engagement & Programming
Level and Step:	Salary Range:
Responsible for the supervision of: No direct/indirect supervisory responsibilities	



Primary purpose of the position	To provide a high level of service to all internal and external stakeholders of the Goldfields Art Centre ensuring operational requirements are met accordingly with the guest experience being held in the highest regard. Note, key accountabilities are dependent on candidates' essential licenses (e.g. RSA, Approved Manager's license, ect.), position preference and candidates' availability.	
Key accountabilities	<ol style="list-style-type: none"> 1. Ensuring the responsible service of alcohol where applicable, should candidate hold current RSA/Approved Manager's license. 2. Complete opening and closing duties, including setting up necessary supplies, equipment and storing consumables. 3. Provide high level customer service and assistance to all patrons, included but not limited to ushering guests and attending to the Box Office. 4. Provide assistance with the setup of Goldfields Arts Centre events. 5. Adhere to all <i>City of Kalgoorlie-Boulder</i> policies and procedures and ensure personal safety at work and that of others. 6. Other accountabilities and responsibilities as directed by the <i>Goldfields Art Centre Coordinator and/or Manager Community Development</i>. 	
Judgement & decision making	<ol style="list-style-type: none"> 1. Respond promptly to instructions and where necessary, seek clarification to ensure effective completion of tasks. 2. Apply good judgement and problem-solving skills to situations with guidance from the supervisor. 3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 4. Work together effectively with supervisor/manager and colleagues to develop efficient operational practices and standards. 5. Apply knowledge and skills to ensure consistent quality outcomes. 	
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Undertake all tasks as directed on each given shift. 2. Provide a high level of customer service. 3. Present to work on time for all shifts and in accordance with the Centre's standard of dress. 4. Proactively identify, report and rectify any workplace hazards on each given shift. 	
Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Obtained or willing to obtain Responsible Service of Alcohol Certificate (RSA) <u>should bar shifts be allocated</u>. 2. Ability to work in a team environment. 3. Excellent motivation, communication and interpersonal skills with a customer service focus. 	
City of Kalgoorlie-Boulder Values	Support	We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.
	Respect	We will treat our team members and our community with mutual respect and understanding.
	Fun	We will promote and value work-life balance, and create an environment that is rewarding and fulfilling.
	Recognise	We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.
	Connect	We work as one organisation that communicates openly, and actively connects with our teams, community and stakeholders.

POSITION DESCRIPTION AGREEMENT

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name (please print): _____ Employee Signature: _____ Date: _____

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