

# POSITION DESCRIPTION



<b>Position Title:</b> Goldfields Art Centre Casual	<b>Position Number:</b> GACCAS
<b>Department:</b> Community Development	<b>Accountable to:</b> Goldfields Art Centre Coordinator
<b>Responsible for the supervision of:</b> No direct/indirect supervisory responsibilities	

Primary purpose of the position	To provide a high level service to all internal and external stakeholders of the Goldfields Art Centre to ensure operational requirements are met accordingly.
Key accountabilities	<ol style="list-style-type: none"> <li>1. Ensuring the responsible service of alcohol;</li> <li>2. Complete opening and closing duties including setting up necessary supplies, equipment and storing all goods;</li> <li>3. Ensure that high security standards are maintained during performances and events;</li> <li>4. Provide high level customer service and assistance to all patrons, included but not limited to ushering guests and attending to the Box Office;</li> <li>5. Administration duties as required including banking, reconciling, counting of box office floats, event hire and events noticeboard are up to date;</li> <li>6. Backstage theatre assistance with lighting and sound as required;</li> <li>7. Provide assistance with exhibitions;</li> <li>8. Adhere to all <i>City of Kalgoorlie-Boulder</i> policies and procedures, and ensure personal safety at work and that of others;</li> <li>9. Other accountabilities and responsibilities as directed by the <i>Goldfields Art Centre Coordinator</i> and/or <i>Manager Community Development &amp; Recreation</i>.</li> </ol>
Judgement & decision making	<ol style="list-style-type: none"> <li>1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.</li> <li>2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.</li> <li>3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor.</li> <li>4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.</li> <li>5. Apply knowledge and skills to ensure consistent quality outcomes.</li> </ol>
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> <li>1. Undertake all tasks as directed on each given shift;</li> <li>2. Provide a high level of customer service reflected in the Centre's Net Promoter Score;</li> <li>3. Present to work on time for all shifts and in accordance with the Centre's standard of dress;</li> <li>4. Proactively identify, report and rectify any workplace hazards on each given shift.</li> </ol>
Skills, knowledge & capacity	<ol style="list-style-type: none"> <li>1. Current 'Responsible Service of Alcohol' Qualification;</li> <li>2. Approved Managers certificate desirable;</li> <li>3. Basic knowledge of the safe handling of chemicals and other cleaning products;</li> <li>4. Current Manual Handling Training or willingness to undertake;</li> <li>5. High level communication and interpersonal skills including ability to liaise effectively and courteous with internal and external customers;</li> <li>6. Strong administrative, planning and organizational skills with the ability to work to deadlines across a number of projects simultaneously with excellent attention to detail;</li> <li>7. Demonstrated ability to establish and maintain effective working relationships with internal clients and/or business units;</li> <li>8. A customer service focus and excellent customer service skills;</li> <li>9. Ability to work both in a team environment and unsupervised, with a high degree of self-motivation and initiative;</li> <li>10. Advanced computer skills and knowledge of Microsoft Office suite of application;</li> <li>11. High level of professionalism including personal presentation and demonstrated ability to handle confidential information accordingly with maturity, flexibility, discretion and astute judgement</li> <li>12. Current Satisfactory National Police Clearance;</li> <li>13. Current WA "C" Class driver's licence.</li> </ol>
<i>City of Kalgoorlie-Boulder Values</i>	<p style="text-align: center;"><b>Trust      Loyalty      Integrity      Passion</b></p> <p><i>The City of Kalgoorlie-Boulder promotes a workforce of passionate people, loyal to the organisation, colleagues and the community.</i></p>

	<i>Our people are held as our primary asset and integrity and trust is the foundation of our culture.</i>	
City of Kalgoorlie-Boulder Qualities & Behaviours	<b>Customer Service</b>	courteous, helpful, professional, effective, timely and accurate advice, desire to exceed customer expectations, responds calmly to difficult situations
	<b>Initiative</b>	applies good judgement in completing tasks, anticipates requirements without prompt, considers how to improve customer service
	<b>Teamwork</b>	co-operative, supportive, helpful, positive attitude, contributes, adaptable, flexible
	<b>Communication</b>	clear, concise, gains rapport, engaging, willing to help others
	<b>Reliability</b>	delivers on work deadlines without prompts, plans around schedules and work demand
	<b>Accountability</b>	responsible for decisions, actions, performance and resulting consequences; delivers quality outcomes in accordance with Council strategy, operations, policies and procedures

**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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Position COA Number: 69300102