

# Position Description

Position title:	Event Services Attendant	Team:	Event Services
Division:	Auckland Unlimited Ltd	Reports to:	Event Services Manager
Department:	Arts, Entertainment & Events	Direct reports:	Nil
Unit:	Visitor Experience	Indirect reports:	Nil



Our commitment  
to te ao Māori

## Our Commitment to te ao Māori

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. We will support and promote the development of staff understanding and capability in te reo Māori, tikanga Māori, te ao Māori and te Tiriti o Waitangi so everyone can contribute the delivery of Māori Outcomes for and with Māori.



Role Purpose

## Key Purpose of Role

To contribute in a casual capacity to event and venue operations where food and beverage, cash handling, EFTPOS, Point of Sale, theatre protocol / procedures, merchandise, ushering and evacuation systems are focused to support the overall delivery of events and a positive customer experience through manaakitanga.



Key  
responsibilities

## Key Responsibilities

- Contributes to event operations to support the overall delivery of events
- Provides food and beverage service, cash handling, EFTPOS, Point of Sale functions, merchandise and ushering roles
- Adheres to theatre and venue protocol / procedures and facilitates the evacuation of the venues in the case of an emergency
- Participate in relevant projects, when necessary, with other sections on a project basis to deliver high quality innovative activities and projects as appropriate
- Maintain positive and collaborative working relationships internally and externally
- Ensure effective communication is provided to internal and external customers.

## Organisational obligations


- Action the organisation's good employer obligations and equal employment bicultural policies and practices
- As an employee of the organisation, you are required to be associated, as required, with Civic Defence Emergency Management or any exercise that might be organised in relation to this organisation function
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in the organisation's health and safety policy and procedures
- Promote activities and initiatives that assist the organisation achieve its vision and mission
- Promote one-organisation initiatives and action these service characteristics
- As an employee of the organisation, you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, the organisation's Code of Conduct

 <p>Outcomes</p>	<ul style="list-style-type: none"> <li>• Events run smoothly</li> <li>• Patrons are greeted and seated in a timely manner and in accordance with theatre protocol</li> <li>• Patrons are served in a friendly and timely manner</li> <li>• Evacuation procedures are carried out competently as per the training</li> <li>• Cash up is performed accurately</li> <li>• Projects delivered to required objectives</li> <li>• Positive working relationships are maintained and developed</li> <li>• Projects delivered to required objectives</li> <li>• Auckland Unlimited meets its obligations as an employer</li> <li>• Auckland Unlimited's reputation is enhanced within the community</li> <li>• Health and safety requirements upheld</li> </ul>
 <p>Key skills</p>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent verbal communication skills</li> <li>• Commitment to a high degree of customer service and manaakitanga</li> <li>• The ability to think on your feet and problem solve on the go</li> <li>• Numerical and cash handling proficiency</li> </ul>
 <p>Job requirements</p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• No formal qualifications required, however a positive attitude and good numerical and literacy skills required</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in theatre or hospitality</li> <li>• Customer Service and cash handling experience</li> </ul>
 <p>Key Relationships</p>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Event Supervisors</li> <li>• Duty Operations Managers</li> <li>• Event Services Managers and Manager Venue Services Operations</li> <li>• Other operational departments</li> </ul>

#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	Version date:
David Bavage Kaiwhakahaere Manaakitanga - Head of Visitor Experience	August 2021

 Job framework	Job function:	Job family:	Job:	DFA
				<b>Budgeted:</b> <ul style="list-style-type: none"> <li>• Opex: Nil</li> <li>• Capex: Nil</li> </ul> <b>Unbudgeted:</b> <ul style="list-style-type: none"> <li>• Opex: Nil</li> <li>• Capex: Nil</li> </ul>