**FRONT OF HOUSE USHER**

**Organisation Context**

Melbourne International Arts Festival is one of Australia's leading international arts festivals and has an outstanding reputation for presenting unique international and Australian events in the fields of dance, theatre, music, visual arts, multimedia, free and outdoor events over 19 days each October.

Annual turnover is in the range of $10-$12 million, with the revenue base comprising approximately 55% contributed public funding, 30% earned revenue from box office receipts and 15% contributed funds from sponsors and individual donors. There are 19 core staff, and the team increases to over 60 with short term staff in the lead up to and during the festival.

Based in Federation Square, Melbourne International Arts Festival is an equal opportunity employer and as such is committed to fair and equitable treatment for all employees and potential employees. Aboriginal and Torres Strait Islander people are encouraged to apply.

As an employee, you can make an important contribution to our culture, the development of our organisation and our ultimate success.

**Summary of Position**

Reporting to the **FOH Manager** the **Front of House Ushers** are key members of the front of house team that sits within the Marketing department. The department is responsible for all areas of marketing and communications, and encompasses the ticketing, front of house and public relations teams. The front of house team is responsible for providing customer service to Melbourne International Arts Festival customers.

**Purpose**

The **Ushers** primary purpose is to ensure the highest level of customer service is provided to Melbourne International Arts Festival customers, primarily through the front of house channel. They will administer vital services that impact the experience of customers when attending Festival events and will work in conjunction with others in the marketing department to ensure the timely and accurate delivery of front of house services.

**Key relationships**

The **Ushers** requires close cooperation with Melbourne International Arts Festival customers, internal Melbourne International Arts Festival departments and Melbourne International Arts Festival venue staff.

**Specific Responsibilities/Activities**

**Customer Service**

* Ensure an exceptional Festival experience for all customers, providing high levels of customer service
* Advise customers regarding Festival events
* Assist with all enquiries from customers by providing accurate, useful and timely information

**Front of House**

* Scan or manually check/trip tickets to confirm attendance at correct venue on correct day
* Setup, turnaround or pack down of seating, signage etc as directed
* Politely direct and escort visitors to their seats
* Be aware of key stakeholders and VIPs and facilitate priority as needed
* Provide visitors with programs and any relevant materials, answer questions about the Festival or the event at the time
* Be familiar with the Melbourne International Arts Festival’s Principal Risk Assessment and any relevant Sub-Risk Assessments, and ensure the safety of patrons is maintained at all times
* Ensure venue facilities are maintained, assisting where required, and liaise with Festival and venue staff with any issues

**General**

* Handle patron queries and issues and feedback/escalate as needed
* Be knowledgeable and maintain up to date information on the wider Festival Program and schedule of events
* Work alongside and be the contact point for Volunteers on certain shifts
* Other duties as required

**Key Selection Criteria**

Required to excel in the job:

1. Arts Sector experience – A proven familiarity with the leisure, entertainment and arts marketplace.
2. Front of House experience – Proven experience in a Front of House arts environment
3. Communication skills – Superior ability to communicate confidently and effectively with all stakeholders.
4. Customer Service experience – Ability to provide high levels of customer service to all stakeholders, including conflict resolution.

**Personal Attributes**

Required for success in this role:

1. Personable Manner - Understand the needs and expectations of Melbourne International Arts Festival Customers
2. Problem solving aptitude - Readily adjusts and adapts to achieve optimum objectives
3. Reliable and trustworthy - Performs duties with honesty and integrity
4. Collaborative and enabling approach - Able and willing to work well as part of a team
5. Flexibility and openness - Able to adapt to fluctuating workload and to work collaboratively
6. Customer service orientation - Able to provide a high level of customer service to all internal and external stakeholders
7. Physical requirements - Ability to work in the same position for long periods of time, this can include standing or sitting for long periods of time

**Location and other terms**

These positions are based at the Melbourne International Arts Festival venues in Melbourne CBD, Arts Centre Melbourne and other Festival Venues as required.

This is a fixed term position from Wed 25 September through to Sun 20October. An appropriate work schedule will be agreed on commencement.

Days and Dates for this position will be: (subject to change)

Week commencing 23 September – three days per week

Week commencing 30 September onwards – full time

There are multiple roles available.

**Application details**

Please provide your resume and cover letter responding to the key selection criteria to jobs@festival.melbourne

Applications close: Mon 26 August at 5pm

Interviews will take place: Week commencing Mon 26 August – Fri 6 September