



## Position Description

Issue No. : 1

Date: March 2024

<b>Position Title:</b>	Reception Coordinator
<b>Division:</b>	Marketing & Customer Experience
<b>Department:</b>	Patron Services
<b>Classification / Level:</b>	P&A 2
<b>Ordinary working hours &amp; days:</b>	Monday to Friday 8:30am to 4:30pm
<b>Reporting to:</b>	Manager, Patron Services
<b>Positions reporting to this role:</b>	N/A
<b>Significant working relationships:</b>	<ul style="list-style-type: none"> <li>• Manager, Patron Services</li> <li>• Head of Customer Experience</li> <li>• Front of House supervisors</li> <li>• Stage Door coordinator and attendants</li> <li>• Security contractors at Adelaide Festival Centre</li> <li>• Internal customers (Adelaide Festival Centre employees including AFC senior management)</li> <li>• External customers (including patrons, government officials, production companies, visitors and general public)</li> </ul>
<b>Decision Making/Purchasing Authority:</b>	<ul style="list-style-type: none"> <li>• Within agreed delegations limit</li> </ul>
<b>Information on Adelaide Festival Centre</b>	<p>Adelaide Festival Centre is central to the arts in South Australia and an integral part of community life in the state. Adelaide Festival Centre welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state.</p> <p>Adelaide Festival Centre is located on Kurna Yarta. We respect First Nations people around Australia and acknowledge the Kurna people as the traditional custodians of the Adelaide Plains. We honour their relationship with their country and we do so in the spirit of reconciliation.</p>

<b>Department Overview</b>	<p>As the face of the Festival Centre, the objective of the Patron Services team is to maximise the visitor experience before, during and after performances and ensure the health and safety of patrons and visitors.</p> <p>The objectives of Patron Services are to increase customer satisfaction by:</p> <ul style="list-style-type: none"> <li>• Providing services for performances &amp; events;</li> <li>• Maximising patron experience before, during and after performances and events;</li> <li>• Ensuring safety of patrons and visitors; and</li> <li>• Improving customer service delivery to patrons and stakeholders including internal and external customers.</li> </ul>
<b>Summary of Key Purpose</b>	<p>Engage, welcome, invite and serve Adelaide Festival Centre patrons, employees, and stakeholders in an efficient, warm, friendly &amp; professional manner.</p> <p>Coordinate the day to day running of reception and provide administrative support to Customer Experience team.</p>

<b>Key Result Area / Accountabilities:</b>
Ensure reception operations are run professionally, effectively and efficiently to provide the best customer service to patrons, visitors, colleagues and clients of the Adelaide Festival Centre.
Provide outstanding customer service by demonstrating respect, listening to, and working with internal and external customers to achieve positive outcomes wherever possible.
Greet visitors in a welcoming manner and direct to appropriate location/person.
Ensure switchboard is operational during opening hours.
Respond to visitor requests and feedback and relay telephone, email and visitor messages and enquiries to relevant internal AFC departments.
Demonstrate knowledge and share information with staff and visitors about activity and events in and around Adelaide Festival Centre and Her Majesty's Theatre.
Contribute to delivery and development of customer service strategies, policies and initiatives.
Create a feedback tracking spreadsheet.
Collate patron feedback and coordinate tracking documents.
Coordinate the courier, dispatch and receiving functions.
Sort/distribute daily incoming mail; prepare/sort all outgoing mail for general and bulk postage.
Process purchase orders and raise invoices as required.
Reconcile monthly invoices and credit card receipts.
Ensure foyer areas are professionally maintained, brochures are up to date and presented in accordance with marketing and customer experience program.

<b>Key Result Area / Accountabilities:</b>
Assist with onsite venue signage ensuring banners, light boxes and tri-sign signage is up to date.
Order stationery and stock for Marketing & Customer Experience team.
Maintain reception records, files, and procedures and update as required.
Provide Patron Services and Customer Experience administrative support including records management and filing.
Monitor security cameras and alert Security of any issues.
Demonstrate and uphold strong understanding of Emergency Procedures and act quickly and calmly in the event of an emergency.
Provide Adelaide Festival Centre stage door coverage as required.
<b>General</b>
Maintain personal presentation in accordance with the Patron Services Dress, Grooming and Presentation Policy.
Perform any other duties as directed by the manager, within level of skill and competence.
At all times behave in a manner which is conducive to the values and expected behaviours at the Festival Centre and consistent with those prescribed in the Code of Ethics for the South Australian Public Sector.
Demonstrate appropriate behavior and adhere to AFC's policies and procedures in relation to EEO and the prevention of Bullying and Harassment in the workplace
Comply with all AFC policies & procedures not limited to WH&S and Records Management.
<b>EBMS (Event Business Management System)</b>
Employees are responsible for ensuring that they attend compulsory EBMS Training and seek further EBMS Training as needed to perform their role.
<b>Records Management</b>
All records created within the conduct of AFC business to be managed in accordance with AFC's Record Management Policy, associated policies, procedures and legislation.
<b>Work Health &amp; Safety Responsibilities (WH&amp;S)</b>
Care for your own and others' health and safety.
Cooperate with all reasonable departmental policies and procedures.
Comply with the WHS legislation.
Wear and maintain Personal Protective Equipment (PPE) as directed.
Use other safety and emergency equipment provided in the workplace.
Assist with and conduct risk assessments.

<b>Key Result Area / Accountabilities:</b>
Report a hazard, incident, injury or illness arising from workplace activities within 24 hours.
Implement WHS policies, procedures and safe systems of work.

<b>Key Competencies:</b>	<b>Requirement</b>
Excellent verbal communication and interpersonal skills.	Essential
Ability to work unsupervised and under broad direction using judgment to make decisions as required	Essential
Lateral thinking and problem-solving skills	Essential
Excellent time management skills.	Essential
Ensure instructions and standards are understood and implemented	Essential
Ability to respond to an emergency situation in a calm and confident manner	Essential
Be physically fit and be able to lift, bend, twist, stretch and stand unrestricted.	Essential
Ability to work in a team environment. Work cooperatively with other staff, supervisors, managers & customers	Essential
Experience and skills with computers, in particular Microsoft Office.	Essential
Appreciation and sound understanding of the arts and entertainment industry.	Essential
Understanding of entertainment industry (terminology, traditions and protocol).	Essential
<b>Experience</b>	
Proven experience in a customer service environment and the ability to deliver excellent customer service to staff and clients.	Essential
Previous experience dealing with customer issues and achieving satisfactory outcomes for all concerned.	Essential

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Signature of Incumbent:

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Date: