

THE SUBSTATION

Casual Staff Position Descriptions

All casual staff play an important role at The SUBSTATION being the first point of contact to visitors. Casual staff require attention to detail, a pride in delivering excellent service, good organisation and high levels of energy

Box Office Staff

Box Office Staff coordinate ticket collection and sales for all programmed events at The SUBSTATION, under the supervision of the FOH Supervisor.

Key duties and responsibilities include:

- Operating the box office in conjunction with/under the supervision of the FOH Supervisor
 - Setting up queuing areas for safe audience movement
 - Checking off guests as they arrive
 - Making on-the-door ticket sales using The SUBSTATION point of sale systems
 - Respond to access requirements
 - Comply with risk management and OH&S standards
- Understanding the run sheet and key points for the show
- Liaising with the Ushers to let audience up to the Performance Floor at the appropriate time
- First point of contact to the general public therefore being friendly, helpful and informative

Usher

Ushers play an important role in ensuring shows start on time and contribute to the audience's overall experience of the show.

Key duties and responsibilities include:

- Ensuring the show starts on time; liaising with Box Office Staff and/or FOH Supervisor to achieve this
- Collecting tickets at the door – ensuring no one enters without presenting a ticket
- Ensuring no glass is taken into the performance space, if applicable and providing plastic glasses as an alternative
- Ushering all visitors to their seats in an orderly/timely manner and ensuring no single seats are left empty
- Making sure audience members climb up the seating bank on the correct side, if applicable
- Announcing any special information to the audience interval, if applicable, and ushering audiences out of and back to their seats
- Point of contact for audiences; being friendly, helpful and informative
- Managing volunteer ushers, if applicable
- Understanding the run sheet and key points of the show

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- First point of contact in an emergency. Being vigilant of ticket holders that need medical attention
- Assisting ticket holders if they need to exit the theatre/venue

Bar Staff

Bar Staff operate the bar and must have an RSA.

Key duties and responsibilities include:

- Setting up bar areas where appropriate
- Selling drinks and operating the till and EFTPOS machine
- Setting up and stocking the bar and maintaining stock levels throughout the event
- Understanding the run sheet, paying special attention to tasks allocated to bar staff on the run sheet
- Collecting and washing empty glasses and bottles throughout the event
- Cleaning and packing down the bar after the event to a satisfactory condition
- Point of contact for the general public; being friendly, helpful and informative
- Maintaining a responsible service of alcohol to all guests
- Cleaning back of house areas leaving them in a tidy, safe condition

Caretaker

Caretakers are often the sole staff member during a private hire or programmed event. This is not a role where you can put up your feet and ignore the event, as you are a representative of The SUBSTATION.

Key duties and responsibilities include:

For Private Hires – i.e. wedding, corporate function

- Main point of contact for the general public, guests, clients and suppliers
 - Greeting all visitors to the building in a polite and friendly way
- Reading and understanding the run sheet for the event and chasing up any external suppliers or persons who are late to the event, according to the run sheet
- Making yourself known to client/s suppliers so they know you are the contact for The SUBSTATION
- Opening and closing the building, where required
- Using initiative and problem solving for any issues that come up
- Caretaking while the event is on, and providing any reception or ushering services that may be required

For Programmed Events – i.e. gallery exhibition

- Main point of contact for the general public and visitors

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- Being familiar with and understanding the current exhibition so you can answer any questions and provide information and context to visitors (see FOH Manual for information) Extra research may need to be done at the Caretakers discretion
 - Attending staff briefing sessions for programmed events
 - Greeting all visitors to the building in a polite and friendly way
- Recording the gallery door counter number and recording post code data of visitors (see FOH Manual for instructions)
- Turning the exhibition on and off (see FOH Manual for instructions)
- Regularly walk through the exhibition to make sure it's running properly
- Making yourself known to the public
- Opening and closing the building, where required
- Making sure the exhibition is secure at all times
- Using initiative and problem solving for any issues that come up