

## Position Description

<b>POSITION TITLE</b>	Usher
<b>REPORTS TO</b>	Front of House Services Manager and Duty Managers
<b>TERMS</b>	Casual

### ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra is renowned worldwide for its inspired and courageous programming and unrivalled performances. The ACO collaborates with an extraordinary range of artists including the world's leading performers, cinematographers, writers, and visual artists. In 2022, the ACO opened its new, purpose-built home on Pier 2/3 in Sydney's Walsh Bay Arts Precinct, which includes a 275 seat Performance Space, Rehearsal Room, Media Suite and Event Space - an exciting new home for performance, presentation, community engagement and collaborative opportunities.

### ABOUT THE POSITION

Our Ushers are the front-line representatives of the ACO at Pier 2/3. They are responsible for delivering excellent customer service and creating a safe and inclusive environment for all of our patrons, as well as patrons of the other Pier 2/3 resident companies.

### DUTIES AND RESPONSIBILITIES

- Working as part of a team, provide a consistently high level of customer service to patrons visiting Pier 2/3 for performances, events, and other activities.
- Attend and participate in Front of House briefing sessions at the commencement of each shift.
- Be familiar with the seating layout of the ACO Performance & Event Spaces.
- Check the conditions of the ACO Performance & Event Spaces prior to admitting any patrons.
- Provide access control to ACO Performance & Event Spaces, including checking tickets and directing patrons to seats quickly and efficiently.
- Assist patrons, including those with disability or other access requirements, to enter, exit and move around Pier 2/3 in a safe way.
- Assist in emergency situations as required, including acting as a Warden and or First Aid Officer in the event of an evacuation or other emergency.
- Maintain cleanliness of all Front of House and ACO Performance & Event Spaces.
- Note and report any maintenance and WHS issues to the Front of House & Event Services Manager.
- Sales of merchandise and reconciliation of takings and stock as required.
- Act as Cloak Room attendants as required.
- Assist with ACO Ticket Desk duties as required.
- Stay informed and provide information to patrons on performances and activities at Pier 2/3 (including those of other Pier 2/3 Resident Companies).
- Comply with the ACO's COVID Safety Plan.
- Comply with ACO uniform, dress code and personal presentation directions.
- Ensure compliance with the Walsh Bay Arts Precinct Operational Plan of Management.

### KEY RELATIONSHIPS

- ACO Front of House Services Manager and Duty Managers
- ACO Head of Technical & Production and Duty Managers
- ACO Pier 2/3 Team
- ACO Operations & Development Staff
- Patrons and visitors to Pier 2/3
- ATYP and Bell Shakespeare Front of House staff
- Create NSW Walsh Bay Arts Precinct Team
- Catering contractors, including Shared Foyer Bar operator

## **TERMS**

This is a casual position based at Pier 2/3 in the Walsh Bay Arts Precinct, Sydney.

Our Ushers will be required to work after hours and on weekends in line with ACO's operational needs and in consultation with the Front of House Services Manager.

Due to the nature of this position, the successful applicant will also need to successfully complete Working with Children Checks and hold current First Aid qualifications and a Responsible Service of Alcohol Competency Card.

The position involves manual labour and requires the ability to safely evacuate patrons in an emergency.

## **POSITION REQUIREMENTS**

### **Required skills, experience and qualifications:**

- At least one year's demonstrated experience working in Front of House, Event Management, Customer Service role within the Arts or Entertainment industries;
- Exceptional customer service and interpersonal skills;
- Ability to deal with customer feedback including the capacity to resolve issues in a courteous and timely manner;
- Current Working with Children Check;
- Current Responsible Service of Alcohol Competency Card; and
- Current First Aid qualifications.

### **Attitudes:**

- Commitment to high level, solution-focused customer service;
- Commitment to safety;
- Ability to work with enthusiasm and flexibility in a fast paced, agile, small team environment;
- A kind team player who does not compromise on personal responsibility;
- Initiative, self-motivation and self-discipline;
- An interest in music; and
- A willingness to work flexible hours.

## **DIVERSITY & INCLUSION**

The ACO is committed to equity and inclusion and welcomes applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, mature age workers, and lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people.

The ACO is committed to making reasonable adjustments to provide a supportive and barrier-free workplace. If you require any adjustments before or during the selection process, please email our HR Manager at [claire.diment@aco.com.au](mailto:claire.diment@aco.com.au).