

Position Description

Civic Centre Assistant - Casual

1. POSITION SUMMARY

Job Title:	Civic Centre Assistant - Casual
Position No:	Various
Department:	Corporate Services
Reports to:	Manager - Cowra Civic Centre
Band and Level:	Operational Band 1, Level 2
Grade:	31
Updated:	January 2026

2. OVERVIEW

The role of the Civic Centre Assistant – Casual contributes to the operational running of the Cowra Civic Centre in a variety of areas which include but are not limited to bar, box office, ushering, cinema operations, theatre technical operations and general customer service.

3. RESPONSIBILITIES AND DUTIES

The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. This position will contribute to the overall operation of the venue and individual strengths are taken into consideration of specific duties on each shift. These duties will be undertaken in such a manner that will enable the venue to operate in an effective and efficient manner and within budgetary constraints.

- Provide high levels of customer service to clients of the venue, patrons and other users including meet and greet, providing information about ticketing and general enquiries
- Set up and pack down of venue for events under direction of Supervisor
- Checking tickets and ushering patrons
- Food and beverage service
- Cash handling for bar and ticket sales
- General cleaning to maintain a presentable venue
- Evacuation of patrons and other users of the venue when needed
- Operation of cinema technology
- Computer operation including software and ticketing
- Work with and assist volunteers as needed
- Set up, operation and maintenance of stage lighting and sound equipment and related resources
- Maintain a sound knowledge of current legislation, standards, policies and guidelines relevant to area of responsibility, and ensures that activities comply with relevant legislation, standards and policies.

- Communicate known problems/issues, including but not limited to: hazards, risks, incidents, accidents and near misses in a timely manner to direct supervisor.
- Perform allocated duties utilising initiative, making positive contributions to work quality, productivity, and to work to a timetable, in a cost effective manner.
- Other duties that may arise at the direction of the Manager - Civic Centre and Director - Corporate Services that are consistent with the level of competencies of the position and in line with the principles of multi-skilling.

4. KNOWLEDGE, SKILLS AND ABILITIES

- **Authority and accountability:** Completion of basic tasks with work closely monitored by the team leader or supervisor.
- **Judgement and problem solving:** Judgement is limited and coordinated by other workers.
- **Specialist knowledge and skills:** Specialist knowledge and skills are obtained through on-the-job training and employer-based induction training. Off-the-job training may lead to trade, technical or professional qualifications.
- **Management skills:** Not required.
- **Interpersonal skills:** Limited to communications with other staff and possibly, with the public.
- **Qualifications and experience:** Completion of School Certificate or the Higher School Certificate may be sought. Completion of an appropriate labour market program or similar short-term work/skills experience is desirable.

5. WORK, HEALTH & SAFETY RESPONSIBILITIES

All employees are responsible for Work Health and Safety (WHS) for Council and their duties include:

- Complying with Council's WHS policies and procedures.
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others.
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours.
- Participating in any applicable WHS consultation arrangements.
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace.
- Correctly using all personal protective equipment.
- Complying with emergency and evacuation procedures and site rules if applicable.

6. PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the required duties of this job, the employee is regularly required to sit and use hands to input data and write. The employee is frequently required to talk or hear in person and on the telephone. The employee is occasionally required to stand, walk, and lift items up to 15kg. While performing the manual duties of this job, the employee is regularly required to use hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk or hear. The employee frequently is required to stand, walk, run and smell. The employee may be required to climb into/onto mobile plant items. Specific vision abilities required by this job include close vision and the ability to adjust focus.

7. CONDITIONS OF EMPLOYMENT

Hours

Variation in work hours will be required from time to time to ensure the efficient undertaking of the position and to meet the operational needs of the Civic Centre.

Policies and Procedures

The employee who occupies this position must comply with Council's Code of Conduct and all other policies and procedures that affect his or her employment.

All other conditions of employment are in accordance with the Local Government (State) Award.

8. ACKNOWLEDGEMENT

I, (Print Name) acknowledge that I have read and understand the duties, responsibilities and requirements of this position.

Sign:

Date:

<i>This is not a static document. Management reserves the right to review and amend this Position Description in consultation with the position holder as the need arises.</i>
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