**REPORTING LINE**

**MY PURPOSE**

The Stage Door Attendant is a critical front-line customer service position providing a welcoming, safe, and secure entry to the back-of-house areas for artists, staff, clients and building contractors. While on shift, the role also coordinates loading dock operations, and monitors building services and access. The position requires irregular hours including evening and weekend work.

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| **Responsibilities** |
| **Duties*** **Stage Door Services:** Oversee sign-in and induction of back-of-house visitors; serve as primary liaison between staff and clients accessing the venue; allocate keys, swipe passes, and radios; arrange and facilitate deliveries and client collateral collections; oversee loading dock operations; maintain the highest standard of personal grooming and customer service; collate and send show reports.
* **Facilities:** Maintainvenue security through opening and closing procedures; ensure stage door, loading dock, and adjacent spaces are well-presented; do basic laundry as required; oversee BMCS
* **Work Health & Safety:** Act as Deputy Chief Fire Warden/Fire Communication Officer during emergency; report incidents to the Stage Door Manager; participate in regular in-house emergency training sessions; adhere to relevant WHS regulations; operate venue equipment according to safety guidelines
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| **Performance Indicators*** Maintain consistently high client satisfaction
* Maintain excellent punctuality and reliability
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**MY ATTRIBUTES, SKILLSET AND BEHAVIOUR**

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| **Criteria** |
| **Essential*** Excellent customer service and communication skills
* Regular availability during weekday and weekend evenings
* Knowledge of Work Health Safety principles
* Current NSW Working with Children Check clearance for paid employment
* Current NSW Driver’s Licence

 **Desirable*** First Aid certificate
* Experience with building management
* Experience with fire safety and evacuation regulations and procedures
* Admin and computer skills
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**ACKNOWLEDGEMENT**

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

**Print Name:**

**Signature:**

**Date**: