

ROLE DETAILS	
<b>TITLE</b>	Event Day Customer Service Attendant
<b>DEPARTMENT</b>	Events Day Staff
<b>LOCATION</b>	Venues NSW Head Office - Moore Park
<b>REPORTS TO</b>	Event Staff Customer Service Manager
<b>TYPE</b>	Employee
<b>CLASSIFICATION</b>	Casual

### 1. VENUES NSW PURPOSE

Venues NSW was formed in December 2020 and is a commercially focused agency of the NSW Government. We have the responsibility and privilege of hosting the biggest and best sporting and live entertainment events for the people of NSW, hosting 5 million people at 500 events across our five distinct precincts, six stadiums and two entertainment centres.

### 2. ROLE PURPOSE

To ensure all customers who visit our precinct receive an excellent customer service experience by providing memorable greetings, exceptional service delivery and resolving customer problems.

### 3. KEY ACCOUNTABILITIES

Adherence to the Venues NSW's Guest Service Charter and demonstration of exceptional customer service by:

- Having a comprehensive knowledge of the Sydney Cricket Ground and Sydney Football stadium precinct, events, services and three main areas of our venues - public, members and corporate.
- Anticipate customer issues and be pro-active in approach. Respond to all customer feedback.
- Support customers with direction/location of seats and general information advice.
- Assisting patrons in the entry to stadia via scanned barcode at turnstile or hand scanner.
- General informative enforcement of Accreditation, Dress Regulations, and ticketing restrictions of an event.
- Be able to identify escalating issues, reporting incidences, or providing information to the Team Leader Personnel and/or Supervisor Personnel as necessary.
- Have the knowledge to respond to and support emergency evacuation procedures
- Operated a handheld radio device if necessary.
- Performing any other reasonable event duty as reasonably required.
- Attend event briefings, training and information sessions as required

- Consistently demonstrate awareness of risks and report all hazards to a Team Leader or Supervisor to ensure Work Health and Safety measures are adhered to during an event.

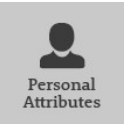
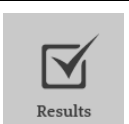
#### 4. KEY CHALLENGES

- Maintaining physical presentation standards always i.e. not sitting, slouching, or leaning
- Adhering to the requirements of the Guest Service Charter in any circumstances that may prevail including rowdy crowds, intoxicated customers, and bad weather.
- Being vigilant in anticipating undesirable behaviour, identifying suspicious behaviour and/or objects.
- The ability to maintain professionalism and communicate effectively in all scenarios and with different personalities.

#### 5. KEY RELATIONSHIPS

WHO	WHY
<ul style="list-style-type: none"> <li>• Event Staff Customer Service Manger</li> </ul>	<ul style="list-style-type: none"> <li>• Scheduling, training &amp; performance management.</li> </ul>
<ul style="list-style-type: none"> <li>• Event Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Uphold operational requirements of designated area at events.</li> </ul>
<ul style="list-style-type: none"> <li>• Event Day Customer Service Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>• Your leader and point of escalation for customer issues and enquiries. Provides support in resolving customer problems and providing exceptional customer service</li> </ul>
<ul style="list-style-type: none"> <li>• Event Day Security Team Members</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise on event days regarding required security issues to deliver exceptional customer experience.</li> </ul>

#### 6. CAPABILITIES OF THE ROLE

CAPABILITY GROUP	CAPABILITY NAME	LEVEL
 Personal Attributes	Display Resilience and Courage <b>Act with Integrity</b> Manage Self Value Diversity and Inclusion	Intermediate <b>Intermediate</b> Intermediate Intermediate
 Relationships	<b>Communicate Effectively</b> <b>Commit to Customer Service</b> <b>Work Collaboratively</b> Influence and Negotiate	<b>Intermediate</b> <b>Intermediate</b> <b>Intermediate</b> Intermediate
 Results	Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability	Foundational Foundational Foundational Foundational
 Business Enablers	Finance Technology Procurement and Contract Management Project Management	N/A N/A N/A N/A



Manage and Develop People  
 Inspire Direction and Purpose  
 Optimise Business Outcomes  
 Manage Reform and Change

N/A  
 N/A  
 N/A  
 N/A

## 7. FOCUS CAPABILITIES OF THE ROLE

CAPABILITY GROUP AND NAME	BEHAVIOURAL INDICATORS
<b>Personal Attributes</b> <i>Act with Integrity</i>	<ul style="list-style-type: none"> <li>Behave in an honest, ethical, and professional way</li> <li>Take opportunities to clarify understanding of ethical requirements</li> <li>Identify and follow legislation, rules, policies, guidelines, and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> <i>Communicate Effectively</i>	<ul style="list-style-type: none"> <li>Speak at the right pace and volume for varied audiences</li> <li>Allow others time to speak</li> <li>Display active listening</li> <li>Explain things clearly</li> <li>Be aware of own body language and facial expressions</li> <li>Write in a way that is logical and easy to follow</li> </ul>
<b>Relationships</b> <i>Commit to Customer Service</i>	<ul style="list-style-type: none"> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Relationship</b> <i>Work Collaboratively</i>	<ul style="list-style-type: none"> <li>Work as a supportive and cooperative team member, share information and acknowledge others' efforts</li> <li>Respond to others who need clarification or guidance on the job</li> <li>Step in to help others when workloads are high</li> <li>Keep team and supervisor informed of work tasks</li> </ul>

## 8. ROLE DIMENSIONS

<b>Decision Making</b>	<ul style="list-style-type: none"> <li>This position has limited operational decision-making responsibility, however, must make effective decisions in relation to dealing with customer service focused matters.</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>The role works closely with Customers at the Sydney Cricket Ground and Sydney Football Stadium - which comprise crowds of up to 50,000 people. This position</li> </ul>

	works within an event day customer service team of around 400 people.
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## 9. QUALIFICATIONS/EXPERIENCE

<b>Essential</b>	<ul style="list-style-type: none"> <li>At least one years' experience in a customer facing service environment</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>RSA</li> </ul>

## 10. POLICIES

In accordance with the Code of Ethics and Conduct for NSW Government sector employees Venues NSW has formalised a suitable code of conduct for its employees and contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

## 11. OTHER REQUIREMENTS

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required
- All workers are required to follow Venues NSW Work Health & Safety Policy and associated health and safety procedures as a condition of employment.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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<b>ROLE TYPE</b>	Employee
<b>DIVISION</b>	Events Acquisition & Partnerships
<b>ANZSCO CODE</b>	899921
<b>PCAT CODE</b>	1119192
<b>DATE</b>	September 2023