

Position Description

JOB TITLE	Front of House (FOH) Usher
REPORTS TO	Front of House Services Manager and FOH Duty Managers
TERMS	Casual

ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra (ACO) is renowned world-wide 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 early 2022, the ACO moved to its new, purpose-built home within Pier 2/3 in Sydney's Walsh Bay Arts Precinct (WBAP), an exciting home for performance, presentation, community engagement and collaborative opportunities, which includes a 277 seat Performance Space, a Rehearsal Space suitable for recitals and talks for up to 80 guests and a spectacular Event Space for around 200 people. In addition, there is a Shared Foyer and Bar with other Pier 2/3 tenants including Bell Shakespeare and the Australian Theatre For Young People (ATYP).

ABOUT THE POSITION

As part of the ACO On The Pier Team, the FOH Usher is a hands-on role providing customer service excellence to all audience, patrons, visitors and staff across ACO On The Pier venue spaces in a safe welcoming inclusive environment.

Reporting to a FOH Duty Manager, FOH Ushers are ambassadors of the ACO experience and a key customer contact point; warmly welcoming and actively engaging each patron to create memorable experiences for all whilst onsite.

DUTIES AND RESPONSIBILITIES

- Working as part of a team, provide consistent customer service excellence to all patrons visiting ACO On The Pier;
- Responsible for creating a welcoming safe environment across all FOH operations, including (but not limited to): meet & greet, ticket checks, ushering, cloakroom, wayfinding, guest access/egress duties, ticket desk and venue presentation;
- Assist in emergency situations, such as medical and evacuation procedures, acting as a Warden and/or First Aid Officer as required;
- As the first point of contact, remain visible and present to patrons, responding to enquiries in a timely manner and reporting any issues or disputes unable to be resolved to the FOH Duty Manager;
- Ensure a high standard of presentation across ACO On The Pier and Shared Pier 2/3 spaces, reporting any hazard or maintenance requirements to the Duty FOH Manager;
- Work collaboratively with ACO technical and facilities teams assisting with event set up, pack down and vehicle assess when required;
- Comply with ACO policies, procedures and related legislative requirements;

- Develop and maintain a good working knowledge of ACO event operations and keep informed of Walsh Bay Arts Precinct activities;
- Actively participate in ACO event briefings and debriefs as well as undertake training as required; including WHS, First Aid, Child Safety, RSA and manual handling; and
- Other FOH duties as requested by the Duty FOH Manager, FOH Services Manager or Event/Production Producer.

KEY RELATIONSHIPS

- FOH, Technical and Production Staff
- ACO On The Pier Team
- Administration Team and Musicians
- ACO patrons and audiences
- ACO On the Pier external hirer event guests and audiences
- ATYP and Bell Shakespeare FOH staff
- Create NSW Walsh Bay Arts Precinct Team
- Catering (including Shared Foyer Bar operator), security, cleaning and other contractors

TERMS

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

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 years demonstrated experience working in Front of House, Event Management and/or Customer Service preferably 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;
- Ability to work as part of a team and without constant supervision;
- Hold current certifications in (or be willing to obtain) Working with Children Check (WWCC), Responsible Service of Alcohol (RSA) Competency; and First Aid at Work.

Attitudes:

- Strong commitment to high level, solution-focused customer service and safety;
- Ability to work with enthusiasm and flexibility in a diverse, fast paced, agile team environment;
- A team player who does not compromise on personal responsibility;
- Shows initiative, self-motivation and self-discipline; and
- An interest in music.

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 Head of HR at claire.diment@aco.com.au.