
Position Description

Role: Functions and Events Staff

Reports to: Front of House Supervisor/Venue Operations Manager

Award: Live Performance Award

ABOUT SUNPAC

SunPAC is Brisbane southside's premier performing arts and cultural centre

The architecturally-striking, creative heart of Sunnybank, SunPAC is the focus of year-round arts, entertainment, shows, business events and community celebrations, bringing people of all ages and cultures together to enjoy a variety of performances and events. SunPAC's professionally equipped, multi-purpose theatre, cultural community hub and functions venue set the stage for an inspiring program of arts and entertainment ranging from international artists and household names to local performers and dedicated education and family programs that engage and connect the local community with the best of arts and entertainment.

The venue includes a 300-seat theatre, box office, Skyview Foyer, private meeting/rehearsal room, alfresco SunPAC Green and free undercover parking. SunPAC is co-located, and has a close working relationship, with the Sunnybank Community and Sports Club (SCSC).

ABOUT THE JOB

Provide consistent, high-quality standard of service to all clients, ensuring the smooth delivery of functions and performance services with a passion for and willingness to go the extra mile for guests.

KEY RESPONSIBILITIES

- Assisting in achieving and maintaining presentation standards of the Food and Beverage, e.g. setting tables according to event requirements and ensuring cleanliness levels of crockery, cutlery, linen and glassware
- Manual handling for set up and pack down of functions where required
- Actively interacting with guests to anticipate needs and resolve any problems or complaints that may arise
- Actively facilitate the highest levels of guest experience and satisfaction

- Excellent teamwork skills to be able to work as an effective team member when delivering functions
- Interacting with colleagues in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two-way communication
- Actively pursuing sustainability measures by minimising wastage and recycling where possible
- Willing to usher guests to their seats for theatre performances and events as required
- Provide general assistance in cleaning in kitchen and function areas, as directed
- Be aware and understand all relevant SunPAC guidelines and policies
- Adhere to responsible service of alcohol at all times
- Using sound and passionate knowledge at all times
- Other duties as required from time to time

OCCUPATIONAL HEALTH AND SAFETY

- Maintain a clean and safe work area at all times
- Rectify immediate hazards if able to do so
- Report all accidents and incidents to supervisor
- Adhere to SunPAC Occupational Health and Safety policies and procedures

SELECTION CRITERIA

- Excellent hospitality knowledge
- Previous experience in food and beverage operations
- Flexibility for availability plus the willingness to work weekends and late nights
- Willingness to work both as a functions staff member and a venue usher when required
- Strong communication skills
- Excellent presentation and personal grooming standards
- Commitment to delivering exceptional customer service
- RSA competency card
- Blue card [preferred but not essential]