

## CASUAL FRONT OF HOUSE (BOX OFFICE & BAR) STAFF CALL OUT

The Blue Room Theatre is looking to add some casual Front of House & Bar staff to our team to support our program of works.

Shifts will fluctuate across the year, but we aim to offer 2-3 shifts per week and have consistency where possible.

If you are interested, please read the Job Description and follow Expression of Interest instructions below.

Thank you for your interest in being a part of our casual team!



### Job Description Front of House Staff

---

<b>Position Title</b>	<b>Front of House Casual Staff</b>
<b>Basis of Employment</b>	The Blue Room Theatre, Northbridge, WA
<b>Salary</b>	\$30.36 per hour (Box Office & Bar Support) or \$35 per hour (Bar Manager).
<b>Reports To</b>	Operations Manager & Front of House & Ticketing Coordinator
<b>Direct Reports</b>	Volunteer Ushers

---

### Position Summary

The Front of House Casual Staff are responsible, under the supervision of the Operations Manager, for ensuring smooth effective operation of the venue's box office and bar, including the service of alcohol, selling of tickets, management of audience, and security of venue.

### Key Responsibilities and Duties

#### Box Office

- Undertake all general reception functions including answering incoming calls and front desk enquiries and receiving visitors and deliveries.
- Maintain a bright and welcoming disposition to all visitors, callers and enquirers to The Blue Room Theatre, understanding that this position is most often the first representation of the organisation.

- Check in and brief all show audiences on the process of attending a show at The Blue Room Theatre.
- Sell tickets, memberships, passes, and donations through our FERVE ticketing system.
- Survey audiences when required post-show.

### **Approved Bar Manager & Bar Support**

- Responsibly serve alcohol to attendees of the venue, including checking the Proof of Age of anyone who appears under the age of 25 and managing intoxicated patrons.
- Maintain a bright and welcoming disposition to all attendees to The Blue Room Theatre bar.
- Ensure that alcohol and food remain stocked throughout the shift.
- Maintain cleanliness and tidiness throughout the bar.
- Assist the Approved Bar Manager in the responsible service of alcohol.
- Assist the flow of the bar by:
  - Clearing glasses
  - Serving patrons
  - Preparing garnishes
  - Washing dishes
  - Re-filling water jugs
  - Taking out bottle bins
  - Re-stocking fridges
- Prepare and serve food when required at special events.
- Cover other roles when shift breaks are required.

### **General**

- Complete the monthly roster availability before due date.
- Ensure that Responsible Service of Alcohol Certificate (RSA) and Approved Manager's Certificate are up-to-date.
- Complete regular cleaning of public areas and rehearsal rooms to a COVID-19 standard.
- Ensure the security of the building throughout the show shift by making sure the front doors are supervised or locked, and that the building is secure at the end of a shift.

### **Required Licenses**

- Responsible Service of Alcohol – All Front of House Staff
- WA Approved Managers Certification – Approved Managers

### **Key Relationships**

- Members
- Audiences
- Producers
- Room hirers

## **EXPRESSION OF INTEREST**

***Please answer YES or NO***

1. Do you have your responsible service of alcohol?
2. If not, are you happy to complete the online training to get your responsible service of alcohol certificate before your first shift (at your own expense)?
3. Do you have an approved manager certificate?
4. Have you had prior hospitality, bar, retail, box office or customer service experience?

## **Previous Employment or CV**

***Please list any previous employment, especially any hospitality, retail, or customer service and/or attach your current CV.***

We strongly encourage applicants from Aboriginal and Torres Strait Islander people, people with culturally and linguistically diverse backgrounds, people with a disability, and people who identify as LGBTQI+.

Please return this expression of interest and any supporting attachments to our Operations Manager [mitch@blueroom.org.au](mailto:mitch@blueroom.org.au) by Monday 8th August to be considered.