

THE EMPIRE

CLIENT SERVICES COORDINATOR

POSITION DESCRIPTION

ABOUT THE EMPIRE

The Empire is the largest regional performing arts precinct in the country and a hub for creative arts development in the region. Renowned for its classic art deco architecture, the heritage-listed theatre is a premier performance venue, wholly owned by Toowoomba Regional Council.

POSITION SUMMARY

The Client Services Coordinator is responsible for coordination of functions at The Empire including varied administrative duties to ensure all functions are well organised and delivered smoothly with a seamless client and patron experience.

This role is diverse and engaging, encompassing F&B service, concierge, ushering, providing tours, as well as assisting with cleaning and emergency procedures.

The Client Services Coordinator reports to the Client Services Lead.

KEY ACCOUNTABILITIES

The role of the Client Services Coordinator will be required to:

- Liaise directly with clients and provide a welcoming and professional first point of contact and source of information for function enquires.
- Coordinate function and event set-ups and set downs as required.
- Determine the F&B and Front of House operational requirements for each event in consultation with the Visitor Services Coordinator.
- Ensure that the presentation and cleanliness of F&B areas are in accordance with relevant Safe Food Handling laws and regulations.
- Ensure the management of Responsible Service of Alcohol in consultation with F&B staff and the Visitor Services Coordinator.
- Manage stock levels to ensure effective stock rotation and sufficient reserves based on projected venue activity.
- Build strong relationships with catering suppliers and work with them to provide high quality products to our customers.
- Set up effective two-way communication channels to all casual supervisors and staff to ensure specific information regarding functions is communicated effectively to those staff.
- Ongoing development and continuous improvement of systems and processes.

ESSENTIAL CRITERIA

1. Demonstrated food and beverage and/or Front of House experience, preferably in a theatre company, large venue, cinema, major festival, or entertainment environment.
2. A sound knowledge of Safe Food Handling and Liquor Licencing laws and regulations.
3. The ability to work efficiently and calmly under pressure in a multi-tasking environment to ensure deadlines are met.
4. Strong problem-solving skills.
5. Ability to effectively manage competing priorities and commitments.

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6. Well-developed verbal communication skills with the ability to liaise successfully with a diverse client and patron base while providing high quality customer service.
7. Ability to work to a flexible time schedule including some after hours and weekends as required.
8. Knowledge of Workplace Health & Safety as applicable to this position.
9. Demonstrated clerical/cash handling skills.
10. Working with Children Card or ability to obtain.
11. Experience supervising a team of casual staff.

LICENCES & CERTIFICATIONS REQUIRED

- P1, P2 or Open Drivers Licence
- QLD Working with Children Card
- Senior First Aid & CPR
- Responsible Service of Alcohol (RSA)

THE EMPIRE BENEFITS

- Flexible working arrangements
- Discounted tickets to performances
- Friendly, motivating and supportive team environment
- Industry specific Single Enterprise Agreement
- Dedicated Employee Assistance Program
- Organisation wide commitment to vision, purpose and values
- Located in Queensland's largest inland city renowned for its beautiful scenery and peaceful atmosphere

The Empire is an Equal Opportunity Employer that provides an inclusive work environment and embraces the diverse talent of its people. We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.