THE EMPIRE

VISITOR SERVICES COORDINATOR

POSITION DESCRIPTION

Position type:	Permanent full-time
Reports to:	Visitor Experience Manager
Direct reports:	Bar Supervisor, FOH Supervisors (Casual), Events Staff (Casual), Ushers (Volunteer)
Key peer role:	Ticketing Services Coordinator
Key relationships:	Precinct Supervisor, Venue Supervisors

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 Visitor Services Coordinator is responsible for ensuring that all clients, patrons, members of the public and visitors to the precinct have a safe, enjoyable and fulfilling experience by providing reliable and effective visitor services to The Empire precinct.

The role is responsible for overseeing and supervising the Front of House team, including the Bar Supervisor, F&B staff, and ushers ensuring the delivery of exceptional customer services. The role involves managing the team to ensure smooth and efficient operations at all performances and events within the precinct. The Visitor Services Coordinator will provide leadership and guidance to staff, fostering a friendly and professional environment that enhances the guest experience while maintaining operational efficiency across all Front of House within The Empire precinct.

Reporting to the Visitor Experience Manager, the Visitor Services Coordinator works as a peer of the Ticketing Services Coordinator to ensure ticketing, front of house and patron services are seamlessly connected, and liaises closely with the Precinct Supervisor and Venue Supervisors to ensure the precinct is safe, presentable and ready for every performance and event.

This position performs the role of Deputy Chief Fire Warden and, together with the Venue Supervisors, is responsible for managing the safe evacuation of staff, clients and patrons in case of emergency as well as having responsibility for opening and closing of the precinct as required.

KEY ACCOUNTABILITIES

The role of the **Visitor Services Coordinator** will be required to:

- Foster a culture of exceptional customer service. Provide support to staff ensuring that all team members are equipped to deliver a superior experience.
- Provide ongoing training, feedback, and performance management to ensure a motivated, efficient, and well-informed team.
- Oversee the operation of the bar by supporting staff to ensure that beverage services align with the overall guest experience and are seamlessly integrated with other Front of House services.
- Ensure the management of Responsible Service of Alcohol in consultation with F&B staff and the Bar Supervisor.
- Provide operational oversight to POS system reconciliation, ensuring accurate cash handling and reporting.

- Oversee bar inventory to ensure adequate stock levels of beverages, glassware, and supplies. Work closely with the Bar Supervisor to track usage, manage costs, and place orders as needed to meet operational demands.
- Manage and provide an efficient, safe, welcoming and friendly Front of House service to The Empire.
- Ensure that all houses are seated efficiently, and performances commence at scheduled times.
- Assist with the organisation, supervision of foyer events, exhibitions, program/merchandise sales and other functions as required, ensuring a high standard of presentation and customer service.
- Liaise directly with clients, hirers, stage managers, artists and other Empire departments to ensure an excellent Front of House service is provided.
- Coordinate how volunteers earn VIP rewards, working with the Ticketing Services Coordinator, who manages their redemption through the Box Office.
- Work collaboratively with the Ticketing Services Coordinator on show days to ensure seamless patron entry, ticket scanning, late seating, door times and resolution of seating issues, and support the Ticketing Services Coordinator when they are rostered as back-up Front of House Supervisor.
- In conjunction with the Ticketing Services Coordinator and Visitor Experience Manager, coordinate venue tour dates and delivery.
- Liaise with the Precinct Supervisor and Venue Supervisors to ensure public spaces, theatres and foyers are presented, cleaned, secured and ready for each performance and event, and that facilities issues affecting patrons are reported and resolved promptly.
- Roster volunteer ushers and bar and events staff.
- In consultation with the Visitor Experience Manager, Precinct Supervisor and Venue Supervisors, ensure that all relevant policies and procedure guidelines are met in relation to workplace health and safety, emergency management and crowd control legislation.
- Act in the role of Deputy Chief Warden to ensure the safe evacuation of The Empire in the case of emergency.

QUALIFICATIONS AND EXPERIENCE

- Demonstrated Front of House management experience providing patron services in a theatre company, large venue, cinema, major festival and/or entertainment precinct.
- The ability to provide an effective visitor service with a quiet, calm, helpful and authoritative manner while maintaining a relaxed and inviting environment.
- Strong problem-solving skills.
- Ability to effectively manage competing priorities and commitments.
- Ability to motivate and lead teams.
- Well-developed verbal communication skills with the ability to liaise successfully with a diverse client and patron base while providing high quality customer service.
- Ability to work to a flexible time schedule as the position involves regular evening and weekend work.
- Knowledge of Work Health & Safety as applicable to this position.
- Demonstrated clerical/cash handling skills.
- Working with Children Blue card or ability to obtain.
- Proficiency with ‘SwiftPOS’ point-of-sale (POS) system, or similar.

LICENCES AND CERTIFICATIONS REQUIRED

- P1, P2 or Open Drivers Licence
- QLD Working with Children Card
- Senior First Aid & CPR
- Responsible Service of Alcohol (RSA)
- Responsible Management of Licensed Venues (RMLV)
- OLGR Approved Manager

THE EMPIRE BENEFITS

- Flexible working arrangements
- Discounted tickets to performances
- Friendly, motivating and supportive team environment
- 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.