

JOB DESCRIPTION
Venue Assistant, Facilities – Commercial Services
Vacancy Ref: N759

Job Title: Venue Assistant	Present Grade: 3S
Department/College: Facilities – Commercial Services	
Directly responsible to: Venue Manager	
Supervisory responsibility for: General assistants, Casuals and part times	
<p>Other contacts</p> <p>Internal: Facilities staff.</p> <p>External: Customers, delivery personnel</p>	
<p>Major Duties:</p> <p>To assist in the general operation, set up and maintenance of University retail outlets, serve customers and ensure the effective and customer focused operations</p> <p>Major Duties:</p> <ol style="list-style-type: none"> 1. To carry out the appropriate cleaning, stocking and setup of outlet operations for each opening. 2. To ensure deliveries are accepted according to procedures and to make orders for stock under the guidance of the Venue Manager. 3. To adhere to and uphold operational procedures relating to: <ol style="list-style-type: none"> a. Cash handling b. Till operations c. Open and Closing d. Cash and stock security e. Stock control & EPOS systems f. Merchandising & promotion g. House keeping h. Food and beverage preparation and serving i. Event set up j. Health and safety & legislative compliance k. Customer service <p>Any other appropriate procedure or process as specified by the Venue Manager.</p>	

4. To maintain high levels of customer service, projecting a positive image of the venue to customers at all times.
5. To effectively communicate any operational issues to the Venue Manager in a timely and appropriate manner and to attend meetings as and when required.
6. To contribute to the improvement of the venue's service through constructive feedback to the management regarding customers' attitudes and perceptions of the venue and services
7. To undertake any other duties commensurate with the position and grade.