

Patron Services Casual Positions Job Advertisement



About Foundation Theatres

Foundation Theatres is an Australian family owned theatre owner and operator. Our venues are two of Sydney's premier theatres: The Capitol Theatre and Sydney Lyric.

We have exciting opportunities for people with customer service experience to become a member of our theatre team. Successful applicants will be impeccably presented, have excellent communication skills, a first-class customer focus and feel comfortable working in a venue with large crowds and wearing PPE during their shift. In this role, your energy, attitude and attention to detail is a critical part of making our theatres great venues. Your ideas, work ethic, workplace pride, team spirit and commitment to safety are respected hallmarks of your role. Our theatres are welcoming and safe places for people from diverse backgrounds.

About Positions

- Role: Various roles available, including some leadership roles
- Work Type: Casual
- Location: Pyrmont & Haymarket, NSW
- Hours of work: Varied, predominately evenings and weekends
- The remuneration will be in accordance with the Live Performance Award

Responsibilities

- Assist patrons enter, exit and move around the venue in a safe way
- Provide access control to the auditorium for all levels of patron mobility
- Ticket interpretation and seating of patrons
- Provide accurate and helpful directions and information to patrons
- Undertake cleaning duties before, during and after the performance
- Ensure the comfort and safety of patrons
- Assist with medical and emergency situations as required
- Take an active role in the implementation of our COVID Safety Plan
- Adhere to all policies, and of note, the Grooming Policy
- Other duties as required

Selection Criteria

- Minimum of 2 years' experience in a customer service focused role. Leadership positions available for those with more than 5 years' experience.
- An outstanding customer service orientation
- A very high standard of personal grooming & appearance and willingness to comply with a strict grooming policy
- An absolute client focus, cheerful disposition and great communication skills
- Ability to work nights and weekends on a standard roster dictated by the schedule for each hosted production
- New South Wales RSA Qualification and competency card
- Must feel comfortable to speak with crowds and perform crowd control duties
- Ability to work in a dark theatre environment, and in the auditorium with stairs typical of a large lyric-style theatre
- Be available for a minimum of 4 shifts between Tuesday and Saturday. Availability is classified as being available from 11:30am – 5:00pm Wednesday and Saturday, and from 6pm – 11pm Tuesday – Saturday.

How to Apply

Does this sound like you? If you have the personality and customer focus required for this role, we would like to hear from you. Please apply via our website <https://www.foundationtheatres.com.au/employment.aspx>