



MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

POSITION:	Function and Event Support Officers
EMPLOYMENT STATUS:	Casual
AWARD CLASSIFICATION:	Yard 1 Queensland Local Government Industry (Stream B) Award - State 2017 in conjunction with Mount Isa City Councils Certified Agreement 2018
DEPARTMENT:	Corporate and Community Services
SECTION:	Economic and Community Development

POSITION OBJECTIVE

To provide the highest standard of service to all the customers ensuring the needs of the customers are met in a timely, accurate and efficient manner.

ORGANISATIONAL RELATIONSHIPS

Reports to: Events Coordinator

Supervises: Nil

REQUIREMENTS OF THE POSITION

Skills, Knowledge and Experience

- Ability to work efficiently and keep calm, under pressure
- Ability to work quickly but efficiently
- Ability to work well in a team
- Good Cash handling and cash register operation
- High Level of cleanliness
- Well-developed interpersonal communication skills with a high level of customer service
- aptitude
- A team approach and the ability to effectively operate in a multi-faceted unit where multitasking is often required to achieve outcomes
- Self-motivated with strong time management, problem solving and decision making abilities
- Understanding of a food and beverage industry environment
- Understanding of customer service environment

Qualifications

- Experience in an equivalent position desirable;
- Current "C" class manual Driver's Licence or ability to acquire a licence prior to commencement desirable ;
- Current Responsible Service of Alcohol Certificate (RSA) *desirable*;

Training

- Must be willing to undertake and successfully complete training deemed essential for the position in accordance with Councils Training Matrix.

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KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

- Provide the highest level of customer service to all visitors and members of public
- Provide and maintain high level of confidentiality
- Actively contribute to the team and promote best practice
- Maintain professional standards and integrity
- Contribute to the promotion of the image of Mount Isa City Council
- Beverage preparation
- Ensure food hygiene and health and safety regulations are adhered to at all times
- Event set up requirements, moving of chairs, tables or decorations
- Table service duties
- Handle money and credit cards
- You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer;
- Council reserves the right to change these duties at any time.

Physical Requirements

- It is an inherent requirement of the position to be able to occasionally lift weights up to 20 kg;
- Walk on uneven terrain.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

KEY PERFORMANCE INDICATORS

- All assigned tasks completed professionally and on time
- Accountable for positive health and safety practices
- High level of confidentiality maintained
- High level of customer service evidenced
- High level of participation and commitment to team outcomes
- Consistently displays a good attitude
- Other targets as outlined

DELEGATION AUTHORITY AND ACCOUNTABILITY

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Manual;
- Other delegations as determined by the CEO or Council.

ORGANISATIONAL COMMITMENTS

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

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WORK HEALTH AND SAFETY

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Councils WH&S Officer and Supervisor.

GENERAL

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

SELECTION CRITERIA – Function and Event Support Officer

SELECTION CRITERIA		WEIGHTING (%)
SC1	Strong customer service skills including the ability to deal with customer complaints	30%
SC2	Previous experience in a similar role	20%
SC3	Sound organisational and time management skills	20%
SC4	Demonstrated knowledge of Workplace Health and Safety and food preparation guidelines	15%
SC5	Ability to work well in a small team environment	15%

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AUTHORISATION

Manager: Brian Atherinos

Signature: _____

Date: ____ / ____ / ____

Date originated: 14 Month 2023

Date reviewed: 14 Month 2023

EMPLOYEE DECLARATION

I, the undersigned acknowledge receiving a copy of the Function and Event Support Officer Position Description:

Name: _____

Signature: _____

Date: ____ / ____ / ____