

Function and Event Support Officer (Casual)

Position Outline

Position	Function and Event Support Officer
Work Location	Civic Centre, 23 West Street
Directorate	Community Services
Section	Economic and Community Development
Reports to	Events Coordinator
Hourly Rate	\$36.135526 + casual loading
Classification	Level 1, Mount Isa City Council Certified Agreement 2024
Engagement Type	Casual, ongoing

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.

POSITION REQUIREMENTS

- Strong customer service skills including the ability to deal with customer complaints.
- Sound organisational and time management skills.
- Demonstrated knowledge of Workplace Health and Safety and food preparation guidelines.
- Ability to work well in a small team environment.
- 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*.

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.

Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.



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.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

WE AT ISA...

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

Please provide the following information to the panel to assess your suitability:

- Write a maximum 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/current-vacancies>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

Creation Date	14 March 2023
Review Date	4 March 2024
Contact	Manager, Economic and Community Development
Closing date	