



## Job description

<b>Title</b>	Casual Event Crew
<b>Number</b>	2VE21A – J
<b>Group</b>	Community Services
<b>Division</b>	Baycourt Community & Arts Centre
<b>Reports to</b>	Visitor Experience Manager
<b>Direct reports</b>	N/A
<b>Date</b>	30/03/2022

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Matauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to provide exceptional customer and 'front of house' services to clients and patrons visiting Baycourt Community & Arts Centre, The Cargo Shed and The Historic Village.

### Key outcomes

<b>Patrons experience an exceptional level of service when engaging with our venues.</b>	<ul style="list-style-type: none"><li>• Provide excellent service and manaakitanga (extending hospitality) through positive, professional and quality interactions with patrons and clients.</li><li>• The team collaborate and support each other to provide the best experience for patrons.</li><li>• Ensure issues are escalated appropriately.</li><li>• Contribute to ensuring Baycourt, The Cargo Shed and The Historic Village are seen as professional event venues.</li><li>• Model and champion our team values.</li></ul>
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**Operational duties are undertaken professionally and with accuracy.**

- Successfully undertake event crew duties such as ushering (including fire evacuation), bartending, light cleaning, catering service, room breakdown/set-ups and box office services (e.g. selling an event ticket).

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

### Essential

- Experience in the events or hospitality industry desirable.
- Proven customer service skills.

# Here to make Tauranga better



WHANAKE TE TAI

## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections