DUTIES STATEMENT

Title:	**Customer Ambassador (Casual)**
Classification:	Casual
Reports to:	Senior Manager- Events Operations (the role reports to the allocated Event Lead on Event Day)
Direct Reports:	None
Location:	**GMHBA Stadium, Kardinia Park in Geelong, Victoria.**

ABOUT THE ROLE

The casual role of Customer Ambassador supports the successful and safe end-to-end delivery of various major, minor, sport, community, and entertainment events at GMHBA Stadium.

Customer Ambassadors work mainly at Stadium gates and in stands, providing excellence in customer service, assisting with ingress and egress, and resolving ticketing and event operations matters.

This role requires you to know our Stadium and operate in accordance with the Kardinia Park Stadium Trust (KPST) event plans, standard operating procedures, and emergency management protocols.

Being the first point of contact with our customers, Customer Ambassadors assist and delight our customers with great customer service to ensure their experience at our venue is positive and memorable.

Customers Ambassadors can be allocated and reallocated to various event postings during an event, working across various parts of the Stadium, depending on the needs of the business. These event postings may include:

- Customer Service
- Customer Service - Ticket Attendant
- Gate or Stand Team Leader
- Inclusion Officer
- Lift Attendant
- Sensory Zone Room Attendant
- Ticket Seller
- Workforce Hub Administrator

KEY RESPONSIBILITIES

- Provide excellence in customer service to fans, visitors, and customers within the expectations of KPST's customer service promise philosophy and values.
- Attend and understand all event briefings and perform assigned event duties as per specific briefing details, event operational plans, and within our Event Management Framework.
- Follow the specific event management and standard operating procedures applicable to allocated event posting.
- Problem-solve minor event and venue operations issues proactively within the scope of allocated event posting and as per established processes and procedures. Escalate major issues to the Venue Operations Centre.

- Collaborate with colleagues, contractors, and service providers to ensure cohesive delivery of events.
- Operate in accordance with the Stadium's communication protocols, ensuring the Venue Operations Centre has immediate visibility of any incidents and/or points of escalation.
- Know the venue and be able to share the key features of the Stadium with customers and guests.
- Understand the event layout, specific event operations and activations, and share this information with colleagues and stakeholders as required.
- Understand and follow emergency management procedures, including knowing role in emergency situations, emergency exits and assembly points.
- Work diligently and efficiently by knowing event positing priorities.

KEY DUTIES

- Perform event posting within the scope of event briefing including understanding and utilising knowledge around key event details, times, roles, teams, operating corporate functions and rooms, and ticketing details.
- Assist customers and fans with enquiries and general wayfinding.
- Operate lifts and assist customers using the lifts.
- Sell tickets at the ticket box which includes money handling.
- Attend to and resolve any minor and isolated incidents and operational issues. If unresolved escalate to Team Leader and/or Venue Operations Centre as per applicable procedures.
- Raise any major incidents or major ticketing issues that affect large numbers of patrons with Venue Operations Centre as per applicable procedures.
- Monitor and coordinate ingress, egress, and queue management at gates or stands.
- Attend and/or conduct (occasionally) relevant pre, during and post event briefings.
- Conduct a white level search of designated areas prior to operations and report any finding to the Venue Operations Centre.
- Ensure gates are set correctly and relevant equipment is in place and in full working order prior to operations.
- Report and manage incidents as per established process.
- Work collaboratively with external workforces (i.e., customer and security service providers) operating in the same area to ensure smooth operations. Liaise with the Team Leaders of the external workforces and notify of any operational inconsistencies witnessed.
- Understand and be able to implement emergency management processes, in addition to performing the role of Warden as per procedure plans in any emergency.
- Acquires and maintains up to date working knowledge of each stand, bays, and seat locations.
- Acquires and maintains working knowledge of specific locations throughout the Stadium, including and not limited to the Sensory Room, First Aid Rooms, Merchandise Outlets, Parents Room, Changing Places and Prayer Room.
- Provide excellence in customer service. This would include but it is not limited to:
    - Greet guests with eye contact and a smile on arrival and departure from the Stadium.
    - Actively seek to assist attending guests and customers - be the first to greet and help our customers and guests.
    - Maintain your energy and a positive outlook while on duty and throughout the event.
    - Adopt empathetic mindset when meeting, greeting, and solving problems for customers thinking "What's it like to be you".
    - Ensuring your presentation, language, body language, dress, and manners are delightful for all customers.
- Apply general problem-solving skills.

- Act as a customer service team member specialist with a high knowledge of accessibility and inclusion provisions in the Stadium. This member will become a key point of contact for the wider event workforce for information and support.
- Assist customers requiring using the Sensory Zone, as per established processes.
- Provide specialist support to people with disabilities by identifying the best path or travel and assisting them with navigating ingress and wayfinding.
- Any other duties and responsibilities commensurate with the scope of this role as requested by the manager

OHS RESPONSIBILITIES

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Cooperate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not willfully or recklessly interfere with safety equipment.

REQUIREMENTS AND SELECTION CRITERIA

Qualifications and Certificates

- First Aid Certificate may be required
- Satisfactory Working with Children Check
- Satisfactory Police Check

Skills and Experience

- Prior experience in a similar role
- Ability to supervise and lead a team effectively
- Great customer service skills and experience including problem solving and conflict resolution skills
- Event management knowledge and experience will be advantageous
- Stadium or large venue knowledge or experience will be advantageous
- Sound safety, security, and emergency management skills
- Must be able to work weekends, day and night shift, holidays if needed depending on account needs.

Personal, Values and Behavioral Attributes

- Ability to prioritise responsibilities and work well under pressure.
- Great communication skills and attention to detail.

Environmental, Health and Safety Skills and Abilities

- Ability to comply and cooperate with WHS policies, procedures and instructions.
- Ability to follow agreed safe systems of work, including using appropriate PPE (Personal Protective Equipment) as required.
- Knows how to report hazards, injuries and incidents.
- Able to work in a manner that maintains the health and safety of the employee and of other persons.

Privacy Statement
Making an application for this position requires that you consent to the collection, use, storage and destruction of personal information, including details of your referees. This information will assist us to select the best applicant for the vacant position. At all times during the recruitment and selection process, personal data will be treated in a highly confidential manner. Documents will only be available to members of the selection committee for the purposes of selecting the best person for the position. All unsuccessful applicants' documentation will be destroyed three (3) months after the end of the recruitment process. Please do not send originals of documentation with your application, as they will be destroyed. Successful applicant details become employment-related information and will be placed on the successful applicant's Personal File. The Kardinia Park Stadium Trust may release this personal information to third parties such as the superannuation providers, Victorian WorkCover and Centrelink for employment-related purposes.

Child Safe Statement
Kardinia Park Stadium Trust is strongly committed to the safety and well-being of all children within our venue. We create and maintain a child safe environment. The welfare of children is a top priority, and we have zero tolerance for child abuse.

Pre-Employment Screening Statement
Please note successful applicants will be required to undertake a pre-employment screening.
This includes but is not limited to national police checks and working with children checks. Kardinia Park Stadium Trust may withdraw an employment offer in the event of an unsatisfactory screening result.

Diversity and Inclusion Statement
Kardinia Park Stadium Trust is an equal opportunity employer and encourages individuals of diverse backgrounds including but not limited to people from Aboriginal and Torres Strait Islander, LGBTQI community Culturally and Linguistically Diverse communities or applicants with a lived experience of disability to apply.
If you are a person with disability and want to apply, we'll help make the application and interview process easier for you. Please contact the Human Resources Department via email at hr@kardiniapark.vic.gov.au'

Disclaimer
It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role. Changes to position description will be consistent with the purpose for which the position was established.