



Benalla Rural City Council Position Description

Benalla Cinema Attendant Position Description

Classification	Band 3
Division	Corporate
Department	Economic Development and Sustainability
Reports to	Visitor Economy Coordinator

Position Objectives

The role will enhance the operational effectiveness of the Benalla Cinema through efficient and timely box office support service.

Key Responsibilities

- Accurately receipt monies received either in cash or electronic funds payments.
- Issue cinema tickets accurately and in a timely manner.
- Kiosk and stock control of kiosk.
- Ushering.
- Assist in the clean up of the centre before/after events/cinema.
- Perform other duties as directed in accordance with the responsibility and skill level of the position.

Key Selection Criteria

- Provide a range of duties which supports the operation of the Benalla Cinema.
- Knowledge of Cinema activities, resources and operations.
- Be able to work a range of hours and days in accordance with the operation of the cinema.
- Excellent customer service skills in person and over the phone.

Qualifications and Experience

- Customer Service and customer relations experience.
- Knowledge of cinema activities and operations.

Our Guiding Principles

Benalla Rural City Council recognises that great organisations are built on shared and demonstrated values. All Council staff are expected to demonstrate commitment and act in accordance with the following guiding values.

- **Fairness, Equity and Respect:** Lead by example to build an inclusive workplace that recognises and encourages the value in everyone.
- **Leadership:** Embracing, encouraging, and recognising effective leadership at all levels.
- **Continuous Improvement and Innovation:** Consistently finding better ways of delivering services and value.

Occupational Health and Safety

- Comply with all requirements of the OHS Management System and legislation.
- Work safely and not place at risk the health and safety of other workers or the public.
- Actively contribute to the hazard identification process.

Risk Management

- Understand and observe the Risk Management Policy, Framework and related procedures.
- Immediately notify their supervisor of any incidents, risks or recommendations for risk management of which they become aware.
- Report any illness, injury, hazard, damage to Council property or assets, near miss or incidents and losses as soon as they are detected to their supervisor.

Child Safety

- Ensure the behaviours and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe policy.

Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

Accountability and Extent of Authority

- Ability to perform work under general supervision.
- Accountable for the quality, quantity and timeliness of one's own work in so far as available resources permit, and for the care of assets entrusted to them.
- Skills in contact with the public and other employees which may involve explanation of specific procedures and policies.

Judgement and Decision Making

- Exercise personal judgement in making day to day decisions regarding work under one's direct control within developed standards, guidelines and accepted work practices. The nature of the work is usually specialised with procedures well understood and clearly documented.
- Particular tasks to be performed will involve making a selection from a range of techniques, systems, equipment, methods or processes.

Specialist Knowledge and Skills

- Skills in frontline customer service/customer relations service delivery.
- Good computer skills.
- Effective telephone techniques.
- Cashiering and cash receipting skills.
- Basic understanding and knowledge of personnel practices.

Interpersonal Skills

- Problem solving skills.
- Ability to communicate effectively with the public and to gain cooperation and assistance from a range of people.
- Ability to work cooperatively within a team environment.

Terms and Conditions

The Cinema Attendant position is classified as a Band 3 in accordance with Clause 33.8, Specific Engagement within the *Benalla Rural City Council Enterprise Agreement 2021*. The salary range for this position is within Band 3 plus superannuation in line with legislation per annum commensurate with qualifications and experience. Membership of a superannuation fund is compulsory (default fund is Vision Super). annual, sick and long service leave accruals will apply in accordance with the *Victorian Local Authorities Award 2001* and the *Benalla Rural City Council Enterprise Agreement 2021*.

Signatures

Employee

Manager:

Name:

Name:

Signed:

Signed:

Date:

Date:

Position – Inherent physical requirements				
Summary – Operational effectiveness of the Benalla Cinema and Visitor Cinema through efficient and timely box office and administrative support service.				
<i>Physical Demands of the Role</i>				
Physical Demands of the Task and % of time allocated	NEVER 0%	OCCASIONAL 1-30%	FREQUENT 31%-60%	CONSTANT 61%-100%
Sitting			✓	
Driving	✓			
Standing		✓		
Walking		✓		
Steps / Stairs		✓		
Squatting		✓		
Kneeling		✓		
Looking Up		✓		
Looking Down		✓		
Bending Spine Forwards		✓		
Bending Spine Backwards	✓			
Working with hands above shoulder height		✓		
Reaching forwards or sideways		✓		
Gripping or Grabbing		✓		
Fine Hand Coordination		✓		
Lifting from Floor to Waist		✓		
Lifting at waist height		✓		
Lifting from waist to overhead		✓		
Carrying equipment e.g., tools, plants etc		✓		
Pushing			✓	
Pulling			✓	
Exerting force with one hand or one side of the body e.g. digging		✓		
Holding, Supporting or Straining	✓			
Adaptive Device(s) Available		Description of their use		
Ergonomic assessment of office workstation (For office based positions)		Minimise effects of long periods of sitting		
Ergonomic Chair (For office based positions)		Minimise effects of long periods of sitting		