



JOB DESCRIPTION AT Q

Schedule 2: Job Description

THE ROLE:	Visitor Experience Assistant Kaiāwhina Wheako Manuhiri
REPORTS TO:	Visitor Experience Operations Executive
ENGAGES WITH:	HOD Visitor Experience, Q Patrons, Q Admin team, Hirers
DEPARTMENT:	Visitor Experience
TERMS:	Permanent Part Time (No Fixed Hours)

ROLE PURPOSE

Your role is to deliver an extraordinary, high quality customer experience for all persons entering the Q premises and support the Visitor Experience Management team by being a positive, willing, contributing and adaptable member of the Visitor Experience team.

More specifically we need you to:

Deliver – to the requirements and expectations of incoming customers, audiences and hirers through:

- Supporting the Visitor Experience team to run an efficient and welcoming Visitor Experience.
- Comply with the Sale of Liquor Act 2012 and amendments, Smoke Free Environments Amendment Act 2003 and Gambling Act 2003.
- Comply with the terms and conditions of the premises liquor licenses and ensure you are aware of our obligations and that our license is not jeopardised - this includes patron conduct, minors and intoxication.
- Ensuring Q spaces are presented to the highest standard and are prepared to receive the public, including appropriate catering for patrons with disability or impairment.
- Welcoming, guiding, advising and hosting the public to create a friendly and accessible environment.
- Providing exemplary customer service skills and product knowledge.
- Ensuring all preparation is completed prior to service and there are adequate supplies of all items that will be required.
- Ensuring all equipment is kept clean and tidy and in good working condition and that all maintenance problems are promptly reported and followed up.
- Help the Visitor Experience Management Team by ensuring health and safety is maintained at all times by:
 - Ensuring floors and work spaces are kept dry including any electrical equipment
 - Keeping egress pathways clear of obstacles.
 - Ensuring the premises are a safe environment for all patrons and staff and always complies with Worksafe requirements.
 - Dealing with any customer enquiries and complaints that may arise before, during and after service. All issues are to be passed on to the Duty Manager or Visitor Experience Management Team where necessary.
 - Supporting the Visitor Experiences team to uphold the Q Code of Conduct



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KEY INFORMATION:

- Although previous customer service experience is beneficial, it's not essential as full training will be provided.
- We offer flexible, casual work rostered over a 7-day period, you will need to be available for a minimum of three shifts per week, including weekends and public holidays.
- The starting rate is \$24.50 per hour.

HOW TO APPLY:

To apply, please [follow this link](#), complete the form, and upload your CV along with a cover letter detailing why you would be an excellent fit for this role. We look forward to receiving your application.

APPLICATIONS CLOSE SUNDAY, 14 JULY 2024