

POSITION DESCRIPTION

Position Title:	Event Booking Officer	Position Code:	6-EBO
Division:	Community and Recreation	Grade:	C
Location:	Dubbo	Hours/Week:	35
Reports to:	Centre Coordinator		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

This position is responsible for:

- Straight venue hire including conferences, exhibitions, weddings, balls, school graduations, award ceremonies, meetings, charity events etc.
- Liaising with current and potential hirers on venue information and availability, event details, providing estimates, contract administration and conducting site tours.
- Administration tasks including correspondence, processing purchase orders and invoices, filing, daily errands, including banking and mail, stationery supplies, and providing clerical support to Supervisor and Manager
- Providing Box Office support when required

Key Accountabilities / Duties

Key Result Area	Primary Activities
Administration	<ul style="list-style-type: none"> • Provide clerical support to Supervisor and Manager and establish and maintain record keeping and filing systems according to DRC policy and procedure
Financial Administration	<ul style="list-style-type: none"> • Provide financial administration support to Supervisor and Manager including raising invoices, accounts payable and receivable as per the DRC Financial procedures
Straight Hire Event Management	<ul style="list-style-type: none"> • Administer venue hire bookings including conferences, exhibitions, weddings, balls, school graduations and formals, charity events etc ensuring all contracts, are completed, insurances are received, preliminary information is updated in the event management system for the Front-of-House Department and Technical and Production Department. • Reconciliation for venue hire bookings
Box Office Support	<ul style="list-style-type: none"> • Provide support in the Box Office when required, processing ticket sales, subscriptions, responding to enquiries and basic website content management

Inherent Requirements of the position

Essential

- Class C Drivers Licence

- First Aid Certificate
- A large majority of this role is office based using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment
- This position is required to wear an approved DRTCC uniform on some occasions

Selection Criteria

Essential

1. Demonstrated employment experience in a similar administration position – performing arts/events/travel/tourism
2. Demonstrated high level administrative, customer service and time management skills in a busy multi-functional event environment
3. Demonstrated experience in the processes involved in carrying out diverse event booking functions from contract through to reconciliation of accounts
4. Intermediate level computer skills and competence in the use of Microsoft based software packages
5. Demonstrated commitment to continuous improvement of current systems and practices to ensure quality services are delivered to clients
6. Ability to work independently and as part of a team, demonstrate a willingness to provide back up support to team members

Desirable

7. Minimum Certificate IV Business Administration or similar qualification
8. Previous experience using computerised event booking and/or ticketing systems

Organisation Wide Accountabilities

Corporate Values

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- Customer focused:
We are passionate about serving our community and creating a great place to live
- Integrity:
We act with integrity and professionalism and we are accountable to deliver the results we promise
- One team:
We work as one team and partner with others to deliver more than we can achieve alone

Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others

	<ul style="list-style-type: none"> • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture and Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to: <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: