



The Gold Coast Convention and Exhibition Centre (GCCEC) is a world-class venue that accommodates a range of conventions, exhibitions, sport and entertainment events.

Senior Event Supervisor (Ticketing & Ushering)
Full time salaried position – hours as required

POSITION SUMMARY

An exciting opportunity has become available for a Senior Event Supervisor within the Operations Department. In this role you will be responsible for assisting the Operations Management team to ensure the successful execution of all events. With a commitment to providing a high standard of customer service you will be actively involved in the supervision and monitoring of daily business operations. In addition this role will supervise the ticketing and ushering for specific events.

RESPONSIBILITIES

Responsibilities will include:

- Use the Event Management System and other methods to acquire information for events
- Ensure complete understanding and knowledge of the event resume per each event
- Ensure equipment and requisitions are completed as required
- Balance ticket sales including cash, credit card and special packages
- Communicate with clients and promoters to ascertain requirements
- Develop and maintain standards and guidelines in regards to Ushering operations
- Ensure all room sets, bars & back of house areas are completed within timeframes
- Liaise closely with the Floor Manager, Event Manager & Clients
- Ensure that Ushering levels are in accordance to operational requirements and budgetary guidelines
- Ensure Work Health & Safety policies and procedures are adhered to
- Allocate ushers tasks in accordance with skill level
- Conduct staff briefings relating to event type

KEY SELECTION CRITERIA

To be successful you will have the following:

- Current QLD Responsible Service of Alcohol Certificate
- RMLV Certificate and Licence highly regarded
- Previous experience using EBMS desirable
- Previous supervisory experience in a food & beverage atmosphere – ticketing and ushering experience desirable
- Availability to work a rotating roster including days, nights and weekends
- A strong commitment to providing consistent excellent guest service
- Proactive problem solving and decision making skills
- Strong organisational skills and the ability to work under pressure
- Enthusiasm, energy and a “can do” attitude
- An excellent disciplinary and attendance record
- Exceptional communication and interpersonal skills

Due to the nature of the business, flexibility with working hours is essential.

If you are interested in applying for this position, please forward your resume detailing your experience to:

Human Resources Department
Gold Coast Convention and Exhibition Centre
PO Box 1407
BROADBEACH QLD 4218
Email address: employment@gccec.com.au

We thank you in advance for your application however only those successful in gaining an interview will be contacted.

Applications close: 5:00pm, Friday 10th February 2012