

Position Description

POSITION	: Venue Customer Services Officer
REPORTS TO	: Operations Manager
EMPLOYMENT TYPE	: Permanent Full-time (Tuesday – Saturday)
LOCATION	: Te Puna Mahara - Cromwell Memorial Events Centre

Purpose

As the first point of contact for visitors to Te Puna Mahara - Cromwell Memorial Events Centre, this role is responsible for providing an efficient, friendly, and professional front-of-house and building management service. The Venue Customer Services Officer supports the day-to-day operation of the venue through reception, administration, box office, meeting, event, building operations and customer service duties, while contributing to a welcoming, safe, and well-organised environment for all users of the facility.

This role requires flexibility and adaptability, recognising that responsibilities may evolve as the building, services, and systems continue to develop. The role also plays an important part in supporting health and safety within the venue, including assisting with emergency responses.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.

 **Be**
Respectful
 **Work**
together
 **Be**
courageous


Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou


 Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Key Accountabilities

- Act as the first point of contact for all visitors, hirers, performers, contractors, and members of the public.
- Provide a warm, professional, and helpful front desk service at all times.
- Communicate with customers through face-to-face interactions, phone calls, and email promptly and accurately.

- Welcome people with confirmed bookings, provide building orientation, and direct or escort them to the appropriate spaces as required.
- Greet visitors attending meetings or appointments with staff and facilitate connections in a timely and professional manner.
- Respond to general enquiries and escalate issues or complaints to the appropriate staff member where required.
- Provide general administrative support, including data entry, record keeping, invoicing, ticketing and booking assistance when required
- Assist with maintaining and updating website content and internal systems, including venue booking and ticketing systems, to ensure information is accurate and current.
- Assist with updating marketing signage and display areas throughout the venue.
- Support box office functions, including ticket sales, bookings, point-of-sale transactions, and cash handling.
- Provide support and cover for retail and other venue operations as required, including during breaks and peak periods.
- Assist Venue Event Lead and casual staff with event setups within the bookable spaces including moving furniture
- Comply with all CODC health and safety policies and procedures.
- Contribute positively to a flexible team environment and assist with additional operational duties as required.
- Actively support health and safety within the venue, including:
 - Assisting with crowd management and safe visitor flow.
 - Acting as a Fire Warden or undertaking other assigned emergency response roles once trained.
 - Assisting with evacuations during emergency situations as directed.
 - Reporting hazards, incidents, and near misses promptly.

Objectives

- All visitors are received with a warm welcome and assisted efficiently, professionally, and respectfully.
- Front desk and building operations run smoothly and support safe and effective visitor flow throughout the venue.
- Enquiries and communications are handled promptly, accurately, and in line with customer service expectations.
- Venue booking, ticketing, and website systems are kept accurate and up to date.
- Health and safety practices are actively supported, including effective response during emergency situations.
- The role remains adaptable and responsive to changing operational needs as the venue develops.

Delegations

Makes decisions within the authority delegated by the Operations Manager and Venue Director.

Position Requirements

Experience / Knowledge

- Demonstrated experience in customer service or public facing roles.
- Good administration skills, including accurate data entry and record keeping.

- Experience in a public-facing environment such as community facilities, events, hospitality, tourism, or cultural venues is essential.
- An understanding of health and safety responsibilities in a public venue environment is advantageous.

Specific Skills

- Excellent customer service and interpersonal skills.
- Strong verbal and written communication skills.
- Demonstrated administration skills
- Ability to remain calm and respond effectively in emergency or high-pressure situations.
- Ability to manage multiple tasks in a busy environment.
- Confidence using computer systems, booking platforms, ticketing systems, and point-of-sale systems.
- Willingness and ability to complete health and safety training, including fire warden training.
- Adaptability and flexibility in response to changing priorities and rosters.
- First aid certificate advantageous

Personal Qualities

- Positive and professional attitude.
- Friendly, approachable, and well presented.
- Reliable, self-motivated, and able to work with minimal supervision in a large venue.
- Team-focused with a willingness to assist others.
- Calm, patient, and confident when dealing with the public.
- Physically capable of event setup and manual duties including moving furniture
- Able to work Tuesday to Saturday.

Relationships

External

Visitors and members of the public
Community groups and hirers
Performers, contractors and suppliers

Internal

Operations Manager
Venue Director
Te Puna Mahara staff
CODC staff
Museum volunteers