

|                       |                              |
|-----------------------|------------------------------|
| <b>Position Title</b> | Venue Coordinator, SFF2021   |
| <b>Reporting to</b>   | Head of Operations           |
| <b>Festival Dates</b> | Mon 1 - Sun 14 November 2021 |

## OVERVIEW OF THE POSITION

The Venue Coordinator will ensure the delivery of excellent front of house customer service at festival venues throughout the Sydney Film Festival, on occasion working with and managing a team of volunteers and coordinating venue activities with venue staff at each location. The successful applicant will enjoy working in a busy environment and be able to juggle multiple tasks concurrently.

## RESPONSIBILITIES

Duties include:

- Liaise with ticketing and ushering staff to ensure flow of audience into and out of theatre, with an emphasis on queue management and social distancing measures in place
- Coordinate communication between the volunteers and patrons to ensure audiences are kept informed
- Liaise with venue staff to ensure that all venue health and safety requirements are met
- Liaise with venue and SFF staff to coordinate daily schedules and schedule changes
- Respond to and resolve customer complaints and queries
- Supervise and allocate tasks to volunteers
- Assist Festival Subscribers with allocated seat queries
- Liaise with Industry & Guest team to facilitate guest arrivals
- Work closely with the Customer Service, Ticketing Manager and Head of Operations to facilitate the smooth running of the venue
- Pre-show checks and microphone management for introductions and question and answer sessions
- Attend the commencement of all screenings and report any audio or vision issues at the beginning of a screening to the projectionist if required
- Produce daily incident and status reports
- Attend online briefing session prior to the commencement of the Festival.
- Provide consistent COVID Safe messaging and help ensure all volunteers and attendees adhere to COVID Safe protocols onsite

## KEY SELECTION CRITERIA

### Essential

- Experience of cinema ushering, front of house or box office management
- Good communication skills
- Ability to juggle multiple tasks and work well under pressure
- Cool, calm and collected with a friendly, outgoing disposition
- Capable of delivering high standards of customer service
- Flexible approach to working hours

### Desirable

- Previous front of house experience
- Previous experience working in events in the arts or a cultural organisation
- Previous experience with the Ferve ticketing system or other ticketing system scanners
- An interest in film and the film industry