



POSITION DESCRIPTION

ROLE TITLE	Subscriber and Facilities Coordinator
REPORTS TO	General Manager
REMUNERATION	\$60,000 p.a. pro-rata plus 11% superannuation
WORK PATTERN	0.8 – 30 Hours Per Week (rostered over 7 days) 12-month contract with 3-month probation
DATE	August 2023

ORGANISATION OVERVIEW

Established in 1974 The Mercury, (formerly the Media Resource Centre and the Mercury CX), is an independent non-profit member organisation governed by a board of directors. Key stakeholders include subscribers, patrons, the broader arts industry, screen guilds and key funders. We act as a bridging organisation that provides emerging screen makers with a pathway into a screen career and we are home to a lifelong screen culture community. We have two cinemas, The Mercury (seats 186) and The Iris (seats 36).

The organisation delivers high quality services and programs to subscribers and general audiences across in-house Exhibition Programs which include Silver Screen, Cinematheque, Heaps Good Cinema and Cinemechanica. We are also a venue for hire and host Special Screening Programs, Film Festivals, Conferences, and other private events. We run in-house Industry Development Programs which include workshops and the annual South Australian Screen Awards.

The Mercury is underpinned by revenues received from member subscriptions, grants, box office and candy bar sales, as well as receiving financial support from Government agencies and corporate/industry partners including South Australian Film Corporation, Arts SA, Screen Australia, and SA and Commonwealth Government Departments.

PURPOSE AND RESPONSIBILITIES

The position reports to the General Manager and works closely with The Mercury team to oversee the Subscriber membership program and coordinate the filmmaker facilities.

The incumbent will work with a broad range of subscribers across emerging filmmakers, general film industry and cinema audiences, as well as internal and external stakeholders. The role requires strong administrative skills, excellent customer service skills, technical competencies, project/event management capabilities, and the ability to



communicate with emerging screen makers. The incumbent must be able to provide advice and guidance in terms of use of production spaces across production and post-production of screenworks at the early career stage.

The incumbent will be required to work closely with the Development and Programs Manager and the Exhibition Manager to ensure that subscribers are able to access screenings, events and production facilities based on a fair use policy and across a 24-hour access availability.

VALUES AND BEHAVIOURS

Uphold the values of the organization: Creativity, Collaboration, Community, Accessibility, Communicative, Service-Oriented and Future-Focused.

- Actively seek to identify and implement improved systems and procedures.
- Maintain respectful relationships with staff and stakeholders.
- Contribute to a safe working environment, observing all workplace health and safety protocols and encouraging this amongst staff.
- Promote awareness of and compliance with anti-discrimination principles and practices.
- Contribute to the creation and implementation of the strategic plan.
- Participate in an annual performance review process.
- Demonstrate willingness to undertake relevant professional development.

KEY DUTIES

Subscriber Membership – Oversee the delivery of the new Subscription based membership program:

- Be the first point of contact for all existing and potential subscribers including answering enquires regarding the membership program, how it works in terms of access to screenings, events and opportunities available
- Assist subscribers with online bookings across film screening sessions, filmmaker facilities and spaces, industry program and workshop sessions
- Develop and manage strategies for increasing subscriber numbers and working closely with the General Manager and Marketing and Events Coordinator to target potential interested parties and convert them into new subscribers
- Produce reports and recommendations on the Subscriber program including feedback from subscribers

Facilities – coordinate bookings and access to the filmmaker facilities and spaces on site including Shane Brennan Writer's Room, Production Offices, Edit Suite, Sound Lab, Colour Grade Suite and Sound Mixing Theatre:



- Be the first point of contact for all filmmaker facilities enquiries and bookings, supporting subscribers to use the online booking platform
- Manage the subscriber booking calendar in conjunction with events & development programs using the spaces/facilities
- Maintain the production facility spaces including equipment
- General technical support for filmmaker facilities and production spaces users as required

Key Performance Indicators

- Subscriber targets are achieved
- Excellent customer service and positive experience for subscribers with timely response to issues and concerns.
- Review and recommendation at end of 2023 for ways to improve the membership program based on user experience and feedback
- Develop practical fair use policy for production space bookings

Work Health and Safety

- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure any hazards and incidents are escalated to the Venue Manager for follow up
- Keep the workplace free from harassment and discrimination
- Ensure safety and ergonomics of your work area and model safe work practices
- Reinforce and influence safety behaviors in the workplace

Notwithstanding the above, other duties as reasonably directed.

CAPABILITIES REQUIRED

Customer service

- Demonstrated ability to provide excellent customer service
- Ability to cope with competing priorities, complex situations and complaints

Communication

- High level written and verbal communication skills
- Well-developed attention to detail
- Build and maintain positive relationships with subscribers, staff and stakeholders

**Organisational**

- Ability to manage projects in an efficient and timely manner
- Ability to manage large volume of correspondence and manage busy calendar of bookings
- Ability to meet deadlines and prioritise tasks
- Exercise judgement, discretion, and confidentiality at all times
- Ability to draft reports and recommendations, initiate change and improvements

Interpersonal

- Willingness to take initiative and problem solve
- Ability to manage competing and demanding situations maintaining a calm and courteous manner

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated customer service skills and experience
- General IT proficiency including Microsoft Office Suite
- Ability to interpret and manage budgets, produce reports and provide recommendations

DESIRABLE SKILLS AND EXPERIENCE

- Demonstrated experience in subscription/membership based operations
- An interest in cinema and the broader screen industry
- Demonstrated technical knowledge of screen production and post-production

SPECIAL CONDITIONS

- Occasional night and weekend work required

Position Advertised: Tuesday 22nd August
Application Close: Monday 4th September
Applicants advised of outcome: Friday 15th September

Please forward a brief covering letter and resume to Sarah Lancaster, General Manager
sarah@themercury.org.au