



THE MERCURY

POSITION DESCRIPTION

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| ROLE TITLE | Venue Coordinator |
| REPORTS TO | Venue Manager |
| DIRECT REPORTS | None |
| REMUNERATION | \$60,000 p.a. pro rata plus 11% employer superannuation |
| WORK PATTERN | 0.6 - 22.5 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 Venue Coordinator will be a self-starter with a sound knowledge of venue operations, hospitality, and customer service. They will possess excellent attention to detail, well-developed interpersonal skills and an enthusiastic approach to achieving commercial

outcomes. Creative thinking, problem-solving and high-level customer service is highly valued in this role.

The purpose of the position is to work closely with the Venue Manager to ensure the smooth functioning of all cinema operations across the delivery of programs, activities and services for members and patrons. The Venue Coordinator will perform Front of House duties and is required to be a Responsible Person in the service of alcohol.

VALUES AND BEHAVIOURS

Upholds the values of the organisation: 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 occupational 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

Exhibition

- Support the smooth and timely delivery of all screening and exhibition programs
- Be a key point of contact for stakeholders, suppliers, members and audiences and respond in a timely and courteous manner
- Support the technical and administrative operations of the venue and exhibition related events
- Undertake front of house duties including bar shifts as required
- Operate the Point-of-Sale System, load screenings and produce reports as required

Industry

- Support the smooth delivery of all events, workshops and industry programs including the South Australian Screen Awards (SASA)
- Weekend or evening hours will be required

CAPABILITIES REQUIRED

Venue management

- Demonstrated venue coordinator and events experience
- Demonstrated bar experience or similar
- Commitment to excellent customer service and creating a thoroughly positive experience for all members and audiences

- Ability to handle complaints and problems, referring to Venue Manager as required

Communication

- High level written and verbal communication skills
- Ability to maintain positive relationships with staff and stakeholders.

Organisational

- Ability to manage projects in an efficient and timely manner
- Well-developed attention to detail
- Ability to meet deadlines and prioritise tasks
- Exercise judgement, discretion and confidentiality at all times

Interpersonal

- Ability to work collaboratively as a team member
- 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 experience in venue operations, hospitality and/or event coordination.
- Knowledge of work health, safety, and hygiene protocols
- Proficiency with POS systems and /or Microsoft Office Suite

DESIRABLE SKILLS AND EXPERIENCE

- An interest in cinema and the broader screen industry

SPECIAL CONDITIONS

- Night and weekend work required
- A Responsible Sale of Alcohol (RSA) and a Responsible Person approval (RP) will be required for this role

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 Kerry Ireland, Venue Manager
kerry@themercury.org.au