



FRONT OF HOUSE MANAGER – JOB DESCRIPTION

Position: Front of House Manager, Mardi Gras Film Festival

Dates: Mon 10 Feb – Tue 3 March, 2020

Hours: Varies per day, total is 125 hours (pro rata)

Pay: Hourly market rate plus superannuation contribution

Reports to: Festival Operations Manager

Queer Screen is looking for the perfect person to be our Front of House Manager ('FOH') during the 27th Mardi Gras Film Festival. The FOH will ensure the delivery of excellent customer service at festival venues: Event Cinemas George Street, Dendy Cinemas Newtown, and one shift at Hayden Orpheum, Cremorne, throughout the two-week event. The role will also be responsible for venue ticket sales using Ferve. The successful applicant will enjoy working in a busy environment and can juggle multiple tasks concurrently.

Duties include:

- Liaise with Operations Manager and venue staff to ensure that all venue health and safety requirements are met. All relevant information should be updated and be immediately accessible during the festival.
- Liaise with Operations Manager and venue staff as to meeting customer's accessibility requirements throughout the festival
- Work with the Operations Manager to ensure the venue is set-up for the event.
- Have input on the daily runsheets
- Work closely with the entire Queer Screen team to facilitate the smooth running of the festival, including that all sessions start on time. All items on the runsheets must be actioned.
- Allocate tasks to volunteers at the venue.
- Liaise with Operations Manager to ensure flow of audience into and out of theatres, with a particular emphasis on members and general queues management.
- Ensure Point of Sale, ticket scanners and other equipment is ready for use, kept charged and safely stored at night
- Ensure all cash from ticket sales is reconciled.
- Respond to and be the first point of contact for customer complaints and queries, liaising with the Festival Manager if required, to resolve any issues.
- Coordinate communication between the volunteers and patrons to ensure audiences are kept informed.
- Assist with audience voting instructions where applicable.
- Facilitate seat drops and distribution of other festival material and sponsor collateral as required.
- Liaise with the queer screen team to facilitate guest arrivals.



- Pre-show checks and microphone management for question and answer sessions
- Produce daily incident, complaints and status reports.
- Allocate the dressing and undressing of the Customer Service Desk at the beginning and end of each day
- Other duties as required.

KEY SELECTION CRITERIA

Essential Skills Required

- Experience of cinema ushering, Front of House or box office management
- Good communication skills
- Capable of delivering high standards of customer service
- Flexible approach to working hours

Desirable Skills Required

- Previous Front of House experience at Event Cinemas George Street
- Experience using ticketing system Ferve
- Previous experience working in events in the arts or a cultural organisation
- An interest in film and the film industry
- Familiarity and understanding of the LGBTIQ community*
- Understanding of Queer Screen's values and an interest in the organisation

*Candidates who have worked with Queer Screen on a volunteer capacity will be highly regarded.

CORE COMPETENCIES

Team Focus: Is committed and skilled at working with and assisting others to achieve positive outcomes

Flexible: Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities

Self Starting: Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision

Interpersonal: Skilled at building rapport, understanding others needs and developing effective working relationships

Respectful: An understanding of Queer Screen stakeholders and specific community group sensitivity.

Confidential applications should include cover letter outlining qualifications, experience, CV, names and details of referees sent to Queer Screen's Festival Operation Manager, Vicki Gutierrez at vicki.gutierrez@queerscreen.org.au