



FRONT OF HOUSE MANAGER – JOB DESCRIPTION

Position: Front of House Manager, Mardi Gras Film Festival

Dates: Thursday 6 Feb - Friday 28 Feb 2025

Hours: 3 days pre-Festival (6th, 10th & 12th Feb), Full-Time during Festival (approx 90hr total)

Pay: \$36.67/hr

Reports to: Festival Producer

Queer Screen is looking for a Front of House Manager ('FOH') during the 31st Mardi Gras Film Festival running In Cinema from 13th Feb - 27th Feb 2025. The FOH Manager will ensure the delivery of excellent customer service at our primary venue, Event Cinemas George Street throughout the two-week event as well as the planning and executing bump in & out of venues across Sydney. The role will also be responsible for venue ticket sales using Ferve and managing the festival's volunteers on shift. The successful applicant will enjoy working in a busy environment and can juggle multiple tasks concurrently.

Duties include:

- Liaise with Festival Producer and venue staff to ensure that all venue health and safety requirements are met.
- Liaise with Festival Producer and venue staff as to meeting customer's accessibility requirements throughout the festival
- Work with the Festival Producer to ensure the venue is set-up for the event.
- Have input and manage tasks as outlined in daily run sheets.
- Work closely with the entire Queer Screen team to facilitate the smooth running of the festival, including that all sessions start on time and queue management.
- Allocate tasks to volunteers at the venue.
- Liaise with Festival Producer and Production Team 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 Producer 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.



- Assist Production with pre-show checks and microphone management for question and answer sessions
- Produce daily incidents, complaints and status reports.
- Allocate the set up and pack down of the Box Office 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
- Drivers License

Desirable Skills Required

- Previous Front of House experience at Event Cinemas George Street or large venue/film festival.
- Management of volunteers/team
- 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 LGBTIQIA+ community
- Understanding of Queer Screen's values and an interest in the organisation*

**Candidates who have worked with Queer Screen in 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 Producer, Michael McCurdie at operations@queerscreen.org.au by 21st January 2025.