

POSITION DESCRIPTION

POSITION TITLE	Ticketing Coordinator
CONTRACT DATES & HOURS	1.0 FTE (full-time): 2 July – 30 August 2024 Reasonable additional hours including nights and weekends are required to be worked during the peak festival period (in July and August). It is a requirement of this position that you are able to work, and do so in the MIFF office, in the months of June to August, during which time no significant periods of annual leave are likely to be approved.
FESTIVAL DATES	8–25 August 2024 Some hybrid work may be possible outside the festival delivery period.
LOCATION	Collins Street, Melbourne CBD
SALARY	\$68,556.80 per annum / pro-rata + superannuation

ABOUT MIFF

Founded in 1952 and now in its 72nd edition, the Melbourne International Film Festival (MIFF) is a highlight of Australia’s cultural calendar, with a long history of bringing Victorians the story of the world through unforgettable screen experiences. Held over 18 days in August and spanning events across metropolitan Melbourne and regional Victoria, MIFF is the largest film festival in the Southern Hemisphere and the world’s largest showcase of new Australian cinema.

MIFF returns in 2024 with the most anticipated titles from the world’s greatest festivals – from Cannes and Sundance to Rotterdam, Berlinale and beyond – and with its vibrant showcase of the local screen sector’s brightest stars. Presented alongside its feature film program are a suite of shorts, cutting-edge XR works, galas, special events, MIFF Talks, festival guests, the MIFF Awards and the Bright Horizons international film competition: one of the richest feature film prizes in the world. Alongside the metropolitan screening program, the festival presents MIFF Regional, MIFF Schools and a selection of titles on its streaming platform.

Alongside the public festival program, MIFF runs industry-focused and capacity-building programs: the co-financing fund Premiere Fund, the talent incubator program Accelerator Lab, the screen content co-production and financing market 37°South, and the Critics Campus program for emerging arts/film critics.

Our Vision: An enlightened, inclusive, engaged society through film.

Our Mission: To bring you the story of the world through curated and unforgettable screen experiences.

Core Values: Creativity, inspiration, integrity, independence.

Filmfest Limited is the parent company that trades as MIFF and MIFF Industry, and is a registered charity under the Australian Government’s Register of Cultural Organisations.

ABOUT THE ROLE

The Ticketing Coordinator assists the Box Office Manager and Data & Ticketing Manager with all aspects of ticketing operations to ensure a seamless festival experience for attendees and staff. The role provides excellent customer service and support to the Box Office team. Responsibilities include assisting with training and supervising, supporting casual staff and reporting.

ORGANISATIONAL RELATIONSHIPS

Reports to: Box Office Manager, Data & Ticketing Manager

Direct reports: Box Office casual team

Member of team: The Systems and Ticketing team is responsible for the setup and maintenance of the ticketing system, and managing the sale and distribution of tickets for events. They provide excellent customer service to patrons and other stakeholders as well as handle financial transactions. The team also coordinates film data required for the program and manages session data in Airtable.

Key interactions: Head of Systems & Ticketing, Box Office Coordinator, Philanthropy & Membership Manager, all departments, Ferve ticketing staff.

AREAS OF RESPONSIBILITY AND DUTIES

<p>Customer service</p>	<ul style="list-style-type: none"> • Provide a high level of customer service to patrons engaging with MIFF. • Support the Box Office team to provide exemplary customer service to all MIFF audiences. • Assist the Box Office Manager to create response templates for frequent customer enquiries.
<p>Staffing</p>	<ul style="list-style-type: none"> • Assist the Box Office Manager to train the casual box office team. • Supervise Box Office staff, ensuring all shifts are covered and time sheets are processed correctly. • Oversee the sales reconciliation of Box Office staff at the end of each shift.

	<ul style="list-style-type: none"> • Monitor casual staff daily reports, noting items that need addressing.
Box Office setup	<ul style="list-style-type: none"> • Assist the Box Office Manager in the setup of the festival ticketing system (Ferve). • Bump in/out of Ticketing HQ at ACMI. • Maintain current and accurate records in Ferve and MIFF's Airtable database.
Sales	<ul style="list-style-type: none"> • Oversee counter sales and telephone bookings. • Oversee and process school bookings. • Troubleshoot customer and system issues where necessary.
Access	<ul style="list-style-type: none"> • Support audiences who have specific access requirements to book in for screenings. • Adhere to MIFF's Access initiatives, including ensuring an understanding of MIFF's accessibility policies, using accessible language, and providing outstanding customer service to any MIFF patrons living with disability. • Communicate all specific customer requirements to the festival Operations team for all in-cinema screenings in a timely fashion.
Ticketing and memberships	<ul style="list-style-type: none"> • Process and distribute MIFF's complimentary and contractual ticketing requests including staff and festival passes. • Work with Philanthropy & Membership Manager to process and distribute Passports to Members and other MIFF Patrons. • Manage printing and distribution of membership cards • Assist with membership queries.
Reporting	<ul style="list-style-type: none"> • Write a nightly report during the on-sale and festival periods, outlining any issues or incidents from the day. • Provide daily reports on sales, industry sales and school bookings. • Provide a written report at the end of the festival, including recommendations for future improvement.
Other duties	<ul style="list-style-type: none"> • Any other tasks and duties as reasonably directed by your manager.
Maintaining good relationships with MIFF staff and stakeholders	<ul style="list-style-type: none"> • Contribute to positive staff morale and maintain professional and productive working relationships with MIFF core and contract staff. • Demonstrate a willingness to assist other staff when necessary. • Contribute to a positive working environment. • Display respectful behaviour towards other staff members and festival patrons. • Communicate any problems, delays, risks or concerns to your manager immediately and recommend solutions where possible. • Maintain confidentiality of all MIFF information and intellectual property.

Adhering to MIFF's Code of Conduct and HR policies	<ul style="list-style-type: none"> • MIFF is committed to a respectful, safe and inclusive workplace that is free from discrimination, harassment, sexual harassment, bullying and victimisation. All MIFF staff and volunteers are expected adhere to MIFF's Code of Conduct. The Code of Conduct and HR Policies will be provided upon acceptance of the role.
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EXPECTED PHYSICAL REQUIREMENTS

Below is an outline of the expected physical requirements and environmental conditions you will likely encounter while carrying out this position. If you require assistance or accommodations to work within these conditions, or if you require any more information, please contact jobs@miff.com.au.

Primary Actions/Conditions

- Working at a computer for extended periods of time in an indoor air-conditioned office with carpeted floors
- Walking to assist staff in other venues

Secondary Actions/Conditions

- Moving equipment and materials (such as program bundles) from one venue to another.

Action/Condition	Never	Occasional	Frequent	Continually
Sitting				X
Standing			X	
Walking			X	
Steps or stairs			X	
Squatting or kneeling		X		
Bending or twisting		X		
Working at heights <2m (i.e. working with hands above shoulder height)	X			
Working at heights >2m	X			
Reaching forwards or sideways		X		
Gripping or grabbing			X	
Typing on a smartphone, iPad or computer				X
Working in front of a screen (e.g. smartphone or computer)				X
Carrying of equipment		X		

Lifting floor to waist; waist to height			X	
Lifting above shoulder height		X		
Pushing or pulling			X	
Varied hours and shift duration			X	
Driving (as part of position)		X		

ABOUT YOU

Below are the **key selection criteria** for this role.

Essential

- Experience supervising a team of staff.
- Experience providing exceptional customer service and troubleshooting customer and system issues in the context of festival's and event's, or for an arts organisation.
- Experience managing competing priorities, in a busy and high-pressure environment.

Desirable

- Experience supervising a call centre.
- Experience using Ferve ticketing system or Airtable database.
- Reasonable understanding of Australian and International film and screen culture.

HOW TO APPLY

To apply for this position, please fill out this [Application form](#). For questions, please contact Bonnie Perry, Box Office Manager, at jobs@miff.com.au with 'Ticketing Coordinator position' in the subject line. When applying, please include the following in your application form:

- a cover letter that addresses the key selection criteria.
- your CV (no more than two pages)

Applications close at **11.59pm AEST on Sunday 26 May 2024**.

MIFF is an inclusive and equal-opportunity employer, and welcomes applications from everyone. We especially encourage applications from Aboriginal and Torres Strait Islander people, members of the LGBTQIA+ community, culturally diverse people, d/Deaf people, neurodivergent people and people living with a disability.