

MELBOURNE INTERNATIONAL FILM FESTIVAL

POSITION DESCRIPTION

POSITION TITLE:	Membership and Administration Coordinator
REPORTS TO:	Marketing and Communications Manager
START DATE:	ASAP
CONTRACT:	12 month contract, expected to be renewed annually
SALARY:	\$50,000 pro rata
DATES / HOURS:	15.2 hours per week to 30 April 2017 22.8 hours per week from 1 May 2017 to 31 May 2017 38 hours per week from 1 June 2017 to 31 August 2017 15.2 hours per week from 1 Sept 2017 to 30 April 2018

POSITION OVERVIEW:

MIFF Membership is a long running program servicing a core MIFF audience of dedicated cinephiles. The Membership Coordinator role is the day-to-day face of the MIFF Membership program, servicing Membership benefits throughout the year and especially at festival time, as well as annual campaign strategy development in collaboration with Marketing and Communications Manager and General Manager.

The role also includes light office administrative duties.

ORGANISATIONAL RELATIONSHIPS

Reports to: Marketing & Communications Manager

Part of the Marketing Team: includes Marketing & Communications Coordinator, Graphic Designer, Publications & Website Editor. The team works closely with the Sales & Sponsorship Manager, and reports to the General Manager.

Key interactions: General Manager, Operations Manager, Venues Manager, Sponsorship Manager.

The position forms an integral part of MIFF's year-round marketing team, responsible for delivering Membership services and achieving revenue in line with budget expectations.

SELECTION CRITERIA

- Tertiary level qualification in a relevant discipline with recognised experience in ticketing, box office, membership program or events experience would be well regarded
- Demonstrated commitment to high level customer service
- Strong communication skills, including interpersonal relationships and copywriting ability
- Demonstrated ability to use systems and develop processes to effectively manage multiple projects and tasks simultaneously
- Demonstrated interest in film and/or the arts would be well regarded

POSITION DESCRIPTION:

<p>Coordinate the MIFF membership program (including delivery of all benefits)</p>	<ul style="list-style-type: none">• Act as membership liaison for all members and maintain the highest levels of customer service in all methods of communication.• Process new memberships and renewals in a timely manner• Report to MCM / GM any issues with online membership processing or the database, and follow up to ensure issues are promptly addressed• Maintain and update the membership database and ensure all membership data is backed up regularly• Produce and provide materials detailing the features and benefits of membership; ensure Members screening info is up to date and archived on the MIFF website• In accordance with MIFF policy, regularly update MIFF social media on Membership activities, promotions and festival benefits of becoming a Member (Facebook, Twitter, Instagram, Pinterest)• Contribute proactively to the membership growth strategy in collaboration with the MCM and GM• Implement any GM approved initiatives to drive membership growth• Prepare member newsletters using Campaign Monitor software for MCM, Artistic Director and GM approval and then send approved monthly membership emails with screening details and/or relevant updates/news• In festival period, assist Premium members with their schedules, arrange a private dinner event (just after program launch) and ensure sufficient reserved seating is accounted for in cinema venues for Premium members• In festival period be on hand as required to attend to the needs of members, including delivering Membership cards daily to the Box Office for collection• Assist in coordination of annual membership/program launch and other GM approved member events• Immediately notify MCM of any membership issues of feedback that requires attention – especially premium members• Other duties as directed by the MCM
<p>Coordinate Member Screenings</p>	<ul style="list-style-type: none">• Liaise with cinema venue partners and film distributors to secure film screenings, and administrate online Ferve ticketing process• Write and distribute Member screening eDMs, compile RSVPs and manage queries from members• Coordinate and attend all Member preview screenings to welcome Members. This will require 2-3 hours of out-of-office time that can be taken in lieu of office hours• Scan member tickets upon entry to screenings and prepare an attendance report for each screening, noting and advising the MCM of any feedback that requires attention.
<p>Reporting</p>	<ul style="list-style-type: none">• Provide the MCM and GM with a monthly report on membership data, including but not limited to new memberships, renewed members, renewal rate and breakdown of membership categories.• Other reports as requested by the MCM or GM.

General Administration	<ul style="list-style-type: none"> • Responsible for the collection and distribution of MIFF office mail • Responsible for answering the MIFF main reception door and greeting guests to the office • Assisting the GM in maintaining and ordering office and kitchen supplies • And any other general administration tasks as directed by the GM
MIFF Events	<ul style="list-style-type: none"> • Contribute to festival events coordination as requested by the Events Coordinator • Assist the GM on ad hoc events coordination tasks
Maintain professional and positive working relationships with MIFF core and contract staff	<ul style="list-style-type: none"> • Demonstrate willingness to assist other staff when necessary • Display respectful behaviour towards other staff members • Communicate any problems or delays to the MCM immediately together with suggested solutions where possible • Respect and maintain the confidentiality of MIFF commercial information, documentation and intellectual property • Be punctual and adhere to staff conduct policies

To apply:

Address your application to Lauren Zoric, Marketing and Communications Manager.

Please email your CV and a 1-2 page response to the selection criteria. No cover letter is required, please just briefly introduce yourself in the email application.

Email:

jobs@miff.com.au

Application closing date:

Monday 20 February 2017

Start date:

Immediate start date available