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POSITION DESCRIPTION

KIOSK & BOX OFFICE ASSISTANT - Deckchair Cinema

Background Information

Deckchair Cinema is an iconic outdoor cinema situated on Darwin Harbour which presents a varied film program. Deckchair is a single-screen cinema with digital (2K) projection facilities, with past seasons attracting over 45,000 people. The venue includes a licensed kiosk and has capacity for 430 patrons.

Deckchair Cinema is operated by the Darwin Film Society (DFS); a not-for-profit community organisation established whose aim is to provide alternative cinema experience to mainstream cinema to Darwin audiences. DFS oversee the overall management of the Deckchair Cinema as well the *Flix in the Wet* program from January to March.

Job Summary

Kiosk & Box Office Assistants report directly to the Duty Manager and works with the core venue staff. They will be trained to work in both box office and kiosk but will be allocated shifts in each area. During box office shifts the assistant shoulders the primary responsibility for ticket and membership sales and processing. On kiosk shifts the assistant takes primary responsibility for kiosk sales and is also responsible for maintaining high levels of cleanliness.

Both roles require a high level of customer service to patrons at all times.

Award

Broadcasting & Recorded Entertainment Award 2010 (MA000091).

Conditions of Employment

Employment is on a fixed-term, casual basis, plus statutory superannuation, with no leave entitlements.

Kiosk & Box Office Assistants are required to work the full season from April – November, approximately 2-4 shifts per week. The general hours of work will be between 5.30pm and 9pm for box office and 5.30pm to 10pm for kiosk (with additional hours for double sessions; on weekends).

Your own transport to Deckchair Cinema is required.





Key Responsibilities

1. Opening and preparing the kiosk and box office areas, plus other prep for venue opening as required
2. Selling alcohol, snacks, merchandise and other items through the kiosk
3. Processing tickets, bookings and memberships in accordance with computer system procedures through the box office
4. Ensuring a high level of cleanliness in kiosk and public areas at all times including at close of the venue
5. Re-stocking all kiosk saleable and consumable products
6. Assisting the Duty Manager with ordering of stock, stock counts and inventory entry as required
7. Providing high level customer service to patrons at all times
8. Closing kiosk and box office area and reconciling kiosk or box office till
9. Other duties and support to Management as directed.

Selection Criteria

1. Proven experience in cash handling, an understanding of Point of Sale systems in the retail/hospitality sector and familiarity with computers for data entry and reporting
2. Strong interpersonal skills and customer service experience
3. Efficient and adaptable with strong problem solving skills and attention to detail
4. Ability to work in a close-knit environment as part of a team and also to work independently
5. Proof of current Responsible Service of Alcohol (RSA) certificate and be over 18 years of age
6. A keen interest in film and screen culture.

