



2019 Melbourne Queer Film Festival Volunteer Coordinator Position Description

Applications are open for the Melbourne Queer Film Festival (MQFF) 2019 Volunteer Coordinator position.

MQFF Volunteer Coordinators are the “face of the festival” and the first point of interaction for many festival attendees. They are responsible for assisting with front-of-house management at ACMI, Jam Factory and Cinema Nova and are required to manage a group of enthusiastic volunteers, be knowledgeable about the MQFF program, the day-to-day running of the festival, film sessions and helping festival staff in other roles as required in the MQFF venues. This is an ideal position for someone who is dedicated to MQFF or looking to further their Front of House supervising experience in a festival setting.

Volunteer Coordinator duties include:

- Management of the volunteer team at ACMI, Jam Factory and Cinema Nova
- Assigning volunteers roles on shift and managing breaks
- Briefing the volunteer team at the beginning of shifts
- Completing and checking run sheets to make sure they are up to date
- Communicating with MQFF operations staff to make sure any issues that arise are addressed
- Making sure the screenings start on time and cinemas are exiting quickly
- Making sure volunteers are comfortable in their roles and understand what is expected of them on shift
- Keeping up to date with film intros, making sure staff and board members are at the cinema 10 minutes before scheduled start time
- Managing the standby queue with assistance of MQFF staff
- Queue management for MQFF venues
- Scanner training for MQFF volunteers
- Greeting and providing information to festival attendees
- Assisting MQFF staff and supervisors as needed (e.g. moving and assembling banners, bump in and out of venues, stocking programs etc.)
- Assisting venue staff with tidying cinema/event spaces where required
- Desirable – ticketing experience

Required Skills & Personal Qualities:

- Front of house or team leadership experience
- Communication – good written and verbal communication skills
- Flexibility – ability to adapt to changes in the environment & direction
- Accountability – ability to take responsibility for actions and effectively implement duties
- Team work – ability to cooperate effectively with the team of volunteers and staff



- Familiarity with MQFF is desired, but not necessary

Successful applicants are expected to commit to a minimum of four shifts during the festival, which may vary in length. To acknowledge the contribution of Volunteer Coordinators, each VC will receive 10 complimentary passes (providing complimentary entry to one regular session during the festival) for the duration of the festival.

MQFF welcomes the involvement of LGBTIQ+ people and allies. All volunteers are required to collaborate effectively and respect the festival team including: fellow volunteers, festival attendees & members of the general public, venue staff, MQFF staff & board.

The MQFF volunteer program provides a great opportunity to gain first-hand film festival experience, learn new skills, make new friends and have fun!

To apply: Send a brief email to Operations Coordinator Bonnie Perry at office@mqff.com.au addressing the Required Skills & Personal Qualities section. Please use subject heading: Volunteer Coordinator Application 2018.

For any questions about the role please email bonnie@mqff.com.au or call the MQFF office on 9662 4147.

Applications close 15 January 2018.