



AUSTRALIAN
INTERNATIONAL
DOCUMENTARY
CONFERENCE

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ABN 31 098 558 313

Registration & Guest Services Coordinator

Position: Registration & Guest Services Coordinator
Term: Short fixed-term contract
Start Date: 11 November 2019
End Date: 13 March 2020
Hours: 11 Nov 2019 – 5 Jan 2020 – 2 days per week (TBC)
06 Jan 2020 – 13 Mar 2020 - Full Time
Reports to: Event Manager
Remuneration: \$55,000 per annum, pro rata plus 9.5% superannuation

Organisational Context

The Australian International Documentary Conference (AIDC) is Australia's premier event for documentary, factual and unscripted screen content. Based at the State Library Victoria in Melbourne in 2020 and featuring a four-day marketplace, forum and screening program, AIDC attracts a diverse mix of broadcasters, storytellers, entrepreneurs and documentary fans from Australia, the Asia-Pacific and beyond. AIDC is a not for profit organisation committed to the sustainability of documentary, factual and unscripted storytelling. Its goal is to connect creators, purveyors and viewers of non-fiction screen content in ways that promote business, inspire creativity and ignite social change. The upcoming AIDC will acknowledge Australian trailblazers and innovators, and celebrate both the history and future of telling true stories on screen.

Position Description

Working closely with a small team you will be responsible for managing and coordinating the online delegate registration process and enquiries for the 2020 AIDC Conference. Your responsibilities will also include coordinating travel and accommodation bookings for guests, speakers and VIPs. AIDC uses a specialist travel company and has an accommodation partner. You will also maintain and update Salesforce, AIDC's CRM system.

Your personal attributes include customer relations management, initiative, flexibility, strong organisational and problem-solving skills. You are a lateral thinker with the ability to multi-task as a team player in a pressured environment and meet deadlines. Having a sense of fun is essential!

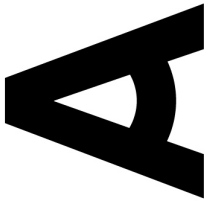
Reporting directly to the Event Manager, you will also work closely with the rest of the team to ensure all aspects of the event are smoothly integrated.

This role is offered on a fixed-term contract basis and will require some out-of-hours work from time to time, but especially in the immediate lead up to and during the 2020 Conference.

This is a salaried position, and will attract superannuation and holiday entitlements.

The position will be based at ACMI-X from November to February and then State Library Victoria, Melbourne until March 2020.

For confidential enquiries contact: Megan Mohell megan@aidc.com.au
Please submit a CV and cover letter addressing the selection criteria to admin@aidc.com.au.
Applications close: Close of Business Monday 7th October 2019



Key Responsibilities

1. Coordinate, administer and update the online registration system to ensure a user-friendly experience for delegates and guests.
2. Field all registration enquiries.
3. Coordinate, schedule and book travel and accommodation arrangements for international and domestic guests, speakers, board directors and VIPs.
4. Under the guidance of the Event Manager, build and maintain the guest ground transport schedule for the Ground Transport Coordinator.
5. Maintain and update the CRM system with guest and project information.
6. Maintain excellent relationships with all participating decision makers, speakers and delegates during the event to ensure all programs run smoothly and in a timely manner.
7. Oversee conference delegate registration desk and staff, and be on hand throughout the conference to answer delegate queries and assist them as required.
8. Consult with the rest of the team to ensure all aspects of the event are smoothly integrated.
9. Write a short report at the conclusion of the event with highlights, summary of activities, significant data, problems encountered and recommendations for improvements at the next conference.

Selection Criteria (Essential)

1. Experience in working in a festival, major event and/or conference setting.
2. Capacity to work both autonomously and collaboratively as part of a team, with a flexible approach to shifting priorities and solid problem solving capability, a willingness to take direction, adapt to competing priorities and remain calm under pressure.
3. Experience in the use of a registration/ticketing system.
4. Demonstrated experience in booking and coordinating travel and accommodation arrangements and personal itineraries for company executives and VIPs or similar.
5. Advanced time management and organisation skills and the ability to meet a number of competing deadlines.
6. Excellent interpersonal and negotiation skills.
7. High-level oral and written communication skills.
8. Ability to take a flexible, problem solving approach with outstanding attention to detail.
9. High level of digital literacy on Mac platforms, including experience in the use of the Microsoft Office Suite for Mac, Google Drive and CRM / database software.
10. Experience in supervising assistants, interns and/or volunteers.

Selection Criteria (Desirable)

1. Experience in the use of Salesforce database system.
2. Experience in the documentary and/or factual television or wider film and television industry.
3. Confidence in public speaking.
4. Competence in a language other than English (useful/not essential).