



AUSTRALIAN
INTERNATIONAL
DOCUMENTARY
CONFERENCE

PO BOX 81
FLINDERS LANE
MELBOURNE VIC 8009
AUSTRALIA

INFO@AIDC.COM.AU
WWW.AIDC.COM.AU

ABN 31 098 558 313

AIDC 2021 REGISTRATION & GUEST SERVICES COORDINATOR

POSITION DESCRIPTION

Position:	Registration & Guest Services Coordinator
Term:	Short-term fixed contract, initially 3 days per week, increasing to full-time
Start Date:	21 October 2020
End Date:	12 March 2021
Reports to:	Operations Manager
Remuneration:	\$55,000 pro rata + 9.5% superannuation

Organisational Context

The Australian International Documentary Conference (AIDC) is Australia's premier event for documentary and factual screen content. Established in 1987, AIDC is a not-for-profit organisation committed to the sustainability of documentary, factual and unscripted storytelling in all screen and digital forms. Serving both the commercial and creative needs of the industry, AIDC organises a marketplace for documentary and factual product, showcases the work of Australian and international producers, and creates a forum to discuss content, craft, technology and future directions. Our goal is to connect creators, purveyors and viewers of nonfiction screen content in ways that promote business, inspire creativity and ignite social change. Based in Melbourne, the event will take place from Sunday 28 February to Wednesday 3 March 2021 and will be delivered with a largely virtual component.

Position Description

Working closely with a small team, the Registration & Guest Services Coordinator is an essential role for ensuring the smooth running of the event and providing a premium guest experience, be it virtually or on the ground. Ideal for those working in film festivals, event management and/or hospitality, you'll be responsible for managing and coordinating the registration process for AIDC's guests in the lead up to the event, and be responsible for ensuring a seamless experience for all involved.

You are a technical and systems star and lateral thinker with the ability to multitask as a team player in a pressured environment and meet deadlines and your personal attributes include strong organisational and problem-solving skills, customer relations management, initiative and flexibility. Reporting directly to the Operations Manager you will also work closely and assist 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 in the immediate lead up to and during the 2021 Conference. This is a salaried position, and will attract superannuation and holiday entitlements.

Due to lockdown restrictions the position is currently a remote position (laptop computer provided) with an element of the role being conducted at the AIDC office in Southbank and at ACMI in Melbourne.

To apply, please submit a CV and cover letter addressing the selection criteria by 5PM AEDT on Monday 5 October 2020 to admin@aidc.com.au.

For confidential enquiries contact: Megan Mohell, megan@aidc.com.au

Key Responsibilities

- Coordinate, administer and update the online registration system and CRM to ensure a user-friendly experience for delegates and guests
- Field all registration and delegate enquiries in the lead up to and during the event
- Oversee the registration process of all guests
- Assist with the creation and distribution of itineraries if necessary
- Work with the team to coordinate the guest timetables to include special events as well as media opportunities
- Circulate AIDC invitations for delegates about key events
- Maintain and update the registration and guest DM components of AIDC's CRM system.
- Oversee the delegate 'help desk' to assist with session and marketplace access and be on hand throughout the conference to answer delegate queries and assist them as required
- Consult and assist with the rest of the team to ensure all aspects of the delegate experience are smoothly integrated.
- Work closely with the Operations Manager to assist with the smooth transfer of information between technological systems
- Coordinate the selection and registration process for the Leading Lights recipient program
- 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)

- Experience in working in a festival, major event and/or conference setting
- Experience in the use of a registration/ticketing system
- Ability to take a flexible, problem solving approach with outstanding attention to detail
- Aptitude for mastering new systems
- 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
- Advanced time management and organisation skills and the ability to meet a number of competing deadlines
- Excellent interpersonal and negotiation skills
- High-level oral and written communication skills
- High level of digital literacy on Mac platforms, as well as experience in the use of the Microsoft Office Suite for Mac, Google Drive and CRM / database software

Selection Criteria (Desirable)

- Experience in the use of a Customer Relationship Management database system
- Experience in the documentary and/or factual television or wider film and television industry
- Competence in a language other than English

AIDC is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.