

ROLE TITLE:	Box Office & Front of House (FOH) Attendant
REPORTS TO:	Venue Manager
REMUNERATION	\$34.90 per hour
Work Type:	Casual (rostered over 7 days)
DATE:	July 2025

POSITION DESCRIPTION

Are you passionate about film and love creating a welcoming experience for others? We're looking for a friendly, reliable and proactive FOH Attendant to join our Box Office team at The Mercury.

This is a fantastic opportunity to be part of a local Not-For-Profit organisation that is focused on community engagement, cinema culture and the next generation of South Australian filmmakers.

ORGANISATIONAL OVERVIEW

Established in 1974, The Mercury (formerly the Media Resource Centre and Mercury CX) is an independent, non-profit member organisation governed by a board of directors. Located in the heart of Adelaide, The Mercury is a community-focused cinema and screen organisation, serving as a vibrant hub for both film lovers and filmmakers. We present a weekly screening program showcasing the best in local, national, and international cinema. Alongside public screenings, The Mercury also runs a film industry development program, supporting emerging filmmakers to build sustainable careers in South Australia's screen industry.

Key stakeholders include subscribers, patrons, the broader arts industry, screen guilds and key funders. We act as a bridging organisation that provides emerging screen makers with a pathway into a screen career and are home to a lifelong screen culture community. We have two cinemas: The Mercury (seating 186) and The Iris (seating 36). The organisation delivers high quality services and programs to members across in-house Exhibition Programs which include Silver Screen, Adelaide Cinematheque, Heaps Good Cinema, Cinemechanica and Cinemafantastique. We are also a venue for hire and host Special Screening Programs, Film Festivals, Conferences, and other private events.

PURPOSE AND RESPONSIBILITIES

The Front of House (FOH) Attendant is a welcoming and customer-focused team member who plays a key role in the daily operations of The Mercury's cinema and venue spaces. Working under the direction of the Venue Manager, the FOH Attendant helps ensure that all public-facing activities run smoothly and professionally, from screenings and community events to venue hires and morning teas.

With a proactive attitude and a commitment to creating positive audience experiences, the FOH Attendant supports the delivery of programs, services and events that reflect The Mercury's commitment to community engagement and industry development. This role is suited to someone who takes pride in their attention to detail, enjoys problem-solving in real time, and values working in a team environment that champions creativity, cinema, and hospitality.

The purpose of the position is to support the Venue Manager and broader team in delivering high-quality service to patrons and clients, ensuring the cinema and venue are always presented to a professional standard. This includes contributing to logistics, customer service, basic event setup, stock control, and the delivery of The Mercury's screening and venue hire programs.

VALUES AND BEHAVIOURS

- Uphold and embody the values of The Mercury: Creativity, Collaboration, Community, Accessibility, Communicative, Service-Oriented, and Future-Focused. Contribute positively to a welcoming and inclusive environment for all patrons, guests, and team members.
- Maintain respectful and professional relationships with stakeholders.
- Actively seek to identify and implement improved systems and procedures.
- Promote awareness of and adherence to anti-discrimination principles and inclusive practices.
- Support a safe and tidy working environment, observing all relevant work health and safety procedures.
- Engage with internal communications, team meetings, and organisational planning where appropriate.

KEY DUTIES & RESPONSIBILITIES

Customer Service

- Act as the first point of contact for walk-ins and cinema foyer visitors, offering general assistance and venue information.
- Distribute film programs and flyers to promote upcoming screenings and initiatives.
- Respond to general enquiries about The Mercury's programs, services, and venue hire.
- Confidently promote and explain The Mercury's subscription offerings to new and returning patrons.
- Operate the point-of-sale (POS) system for ticketing, subscriptions and candy bar sales.
- Provide basic customer support for out of hours and weekend equipment hire.
- Share accurate, up-to-date information about available equipment and facilities hire options.

Venue & Event Support

- Assist in the seamless delivery of events and screenings by supporting the Venue Manager and acting as a reliable point of contact during operational hours.
- Facilitate Silverscreen morning teas, including setup of coffee urns, water, and light refreshments.
- Assist with corporate and private venue hire logistics as per booking agreements. Including setting up trestle tables, seating, basic catering equipment, sound and audio equipment.
- Maintain awareness of the shared venue calendar (Google Calendar), including screenings, events, hires, and equipment bookings.

Program Knowledge & Communication

- Stay informed about The Mercury's niche screening programs and communicate key information to audiences.
- Maintain a good working knowledge of our industry partners and suppliers, and confidently discuss these with patrons when appropriate.

Venue Presentation & Stock Management

- Ensure the cleanliness and professional presentation of all customer areas including the foyer, cinema, bar, kitchen, storerooms, and bathrooms.
- Restock and rotate candy bar and kitchen items, checking expiry dates to minimise waste.
- Put away deliveries using responsible stock rotation practices and label expiry dates where applicable.
- Monitor stock levels and report low or expiring stock to management.

CAPABILITIES REQUIRED

Customer

- Demonstrated understanding of customer service principles in a public-facing, hospitality or retail environment.
- Ability to support smooth day-to-day operations with awareness of efficiency and service standards.
- Willingness to learn about The Mercury's commercial programs, subscriptions, and events to confidently share information with patrons.
- Ability to remain professional and composed in dynamic or high-traffic situations.

Communication

- Strong verbal communication skills with the ability to engage effectively and respectfully with a diverse range of patrons and team members.
- Clear and accurate written communication when recording end of day reporting.
- Well-developed attention to detail when managing POS transactions, enquiries, and stock handling.

Organisational

- Ability to follow and support operational procedures, with a willingness to suggest improvements where appropriate.
- Strong time management and prioritisation skills, especially during peak periods.
- Ability to use shared calendars, internal comms (Microsoft Teams), and task lists to stay organised and up to date.

Interpersonal

- Friendly and approachable manner, with a proactive attitude to supporting patrons and colleagues.
- Willingness to take initiative in resolving minor issues independently and escalating as needed.
- Ability to stay calm and courteous when managing competing demands or unexpected challenges.

ESSENTIAL SKILLS AND EXPERIENCE

- Confidence working independently, with the ability to take initiative and support team operations when needed
- Familiarity with point-of-sale (POS) systems and a willingness to use tools such as Microsoft Teams and shared calendars to stay informed.
- Ability to handle cash flow procedures.
- Excellent communication and interpersonal skills, with a friendly, helpful, and professional manner.
- Comfortable managing multiple tasks in a front of house environment with strong attention to detail.

- Confident following operational procedures and contributing to efficient stock management.
- Familiar with basic work health, safety, and hygiene practices relevant to public and food service environments.

DESIRABLE SKILLS AND EXPERIENCE

- An interest in cinema, broader screen industry, arts, or events highly valued.
- Experience in customer service, hospitality, cinema, retail, or event support roles.

SPECIAL CONDITIONS

- Available to work evenings and weekends.
- Comfortable with light physical tasks (e.g. moving chairs, small equipment setup).

SPECIAL CONDITIONS

- Night and weekend work required
- Must hold or be able to obtain RSA and RP (Responsible Persons Authority).

WHAT WE OFFER

- A supportive, inclusive team environment
- On-the-job training provided
- A varied and flexible roster

The chance to work in a venue that supports the arts and future of SA's screen industry.

If you're passionate about people, film, and creating great audience experiences, we want to hear from you!