



Position Description – Assistant Cinema Officer/ Projectionist, Reefton

The position reports to: Theatre Manager

Grade: 10

Hours of work: Five (5) hours per week, across Monday to Sunday as the business needs. Hours will include weekends, evenings and public holidays. (Additional hours may be required following manager approval).

Position purpose:

With flexibility to be available for additional shifts when needed, support the Cinema Officer/Projectionist at our Reefton-based Cinema to provide a selection of community-appropriate movies are screened across up to four days per week. If required, assist with sound, lighting and technical requirements for various external events and shows at the cinema.

Enhance the visibility and popularity of the local cinema to provide a diverse range of experiences, while delivering exceptional customer service to all venue patrons.

Consistently provide a venue that is compliant, maintained and cleaned to a high standard at all times.

The Key areas of responsibility include:

Customer Service and Administration

- Deliver consistent, efficient, professional Customer Service to both internal and external customers, projecting a positive, professional image of Council at all times.
- Enthusiastically support the Theatres team and wider Council departments when required.
- Use secure processes to perform regular and accurate cashiering functions such as accept cash and eftpos payments, preparing banking's, initiating EPO's etc.
- Always protect the privacy of customer's details and information.
- Regular customer engagement is visible via multiple platforms including social media, community newspaper and newsletters, ensuring adherence to relevant BDC Communication policies, branding and style guidelines.
- Raise Request for Invoices for hire of the cinema within three working days of an event.

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- Continually seek and explore improvements to systems and processes for better efficiency.
 - Actively seek opportunities for further value add for service to internal and external customers.
 - Provide correct information and resolve customer enquiries through strong verbal and written communication.
 - Additional admin duties as requested during time of leave or busy periods.
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Cinema Projection and Technician duties

- Successful and professional operation of the cinema for externally provided events, ensuring that the lighting, sound and other technical aspects of the performances run safely, smoothly and on time.
- Safe and correct assembling of all equipment that needs to be used, adhering to any Health and Safety specifications.
- If site relevant, be competent with any relevant ticketing program systems and ensuring shows are on sale via appropriate websites.
- Ensure the cinema equipment is kept in good working order and that all those using or exposed to it have received relevant training.
- If site relevant, scanning and/or collecting tickets for shows and events from patron as in a timely fashion with an understanding of the show/event timeframes.
- Obtain a working and competent knowledge of film and KDM ingesting and creation of playlists.
- Participate in any cinema or role appropriate training and development offered.
- As identified by the line manager, the employee may be assigned responsibility for higher administrative tasks to undertake with clear expectations and outcomes.
- Other duties as required from time to time.

Sale of Goods & Food Handling

- Handle and prepare food as per the Food Act 2014.
- Undertake any trainings requested relating to Food Safety.
- Ensure all shop stock levels are maintained, stored appropriately, restocked and reordered as and when required.
- If requested and relevant, obtain and retain a Duty Managers Licence to be able to sell alcohol competently and reliably.

Facility Compliance, Maintenance and Cleaning – Cinema and Community Hall

- Clean, serviced facilities are provided to all users at all times. Cleaning duties include but are not limited to: vacuuming cinema after films, events and shows, cleaning of the onsite toilets, urinals, floors and handbasins, cleaning of the stock shelves, drink fridges and popcorn machine.
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- Theatre and its environment (e.g. back of house and storage areas) are kept in an orderly, clean and safe condition.
 - Weekly and post-event checks of the Community Hall are completed, with the required checklist received by the Property team regularly.
 - Any maintenance issues that are the responsibility of Councils Property team, are raised via the Service Request system in a timely manner.

Deliverables:

Performance

- Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently
- Report on progress to plan against own KPIs
- Take an active role in own goal-setting, learning and development
- Correctly and appropriately use technology as required for the role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment

People & Capability

- Be a positive and constructive team member.
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well.
- Deliver exceptional customer service consistently (make every interaction count).

Requirements for all staff

- Buller District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi.
 - Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
 - Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
 - Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
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	Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.
Emergency Management requirements for all Council Staff	- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include: - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event. - Respond to civil defence emergencies or adverse events wherever possible and if it is safe.

Key relationships

Internal	External	Committees/groups
Group Manager Community Services	Key Stakeholders	General Community
Manager Customer Experience	Buller Residents	
Theatre Manager	Ratepayers	
Cinema Officer/Projectionist, Reefton	Elected Members	
Senior Leadership Team	Business Partners	
All Theatres and Council staff	Regional Visitors	
Mayor		
Elected Councillors		

Skills and Experience (JD Specific)

Essential

Desirable

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| <ul style="list-style-type: none"> • Experience in the customer service sector. • Experience with computers and software, displaying good digital literacy. • Previous experience operating a range of cinema equipment. • A high interest in movies and a commitment to provide quality cinema experiences. • Self-motivated and able to achieve great results whilst working individually or as part of a small team. • Be solution focussed and be able to problem solve. • Excellent customer service skills for both internal and external Customers. • Able to explain information simply and concisely encompassing good listening skills. • Listens to and clarifies the exact nature of customers problems and requests. • Is helpful and courteous towards customers. • Anticipates customers' needs and responds quickly, accurately and pleasantly. • Returns phone calls and messages as soon as practicable. • Displays patience and understanding with high demand customers. • Takes responsibility for handling specific customer problems. • Has conflict resolution skills to be able to mediate and resolve conflicts (deal with difficult and aggressive customers). • Is willing to work additional shifts to cover leave and busy periods. | <ul style="list-style-type: none"> • An ability to resolve disputes in a way that protects people and promotes a positive role that Council plays in the community. • Excellent verbal and written communication skills. • Excellent multi-tasking skills. • Excellent computer and digital literacy skills. • Good understanding of health and safety legislation. • Full drivers licence. • Duty Managers Certificate (or an ability to obtain one). |
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