

Job Description: Venue Hire Coordinator
Revision #: 2
Revised: 19 January 2017

Job Title: **Venue Hire Coordinator**
Company: The Substation Limited
45 Armenian Street
Singapore 179936
Job type: Full time employee
Years of experience: 2+
Reporting to: Facility Manager

Overview:

The Venue Hire Coordinator position is an opportunity for an events or operations planner with stellar customer service and communication skills to help optimise The Substation's venue hire function. The primary task is to ensure the smooth execution of hirer events by developing a thorough understanding of hirer needs and careful preparation with Facilities/Tech staff. The ideal candidate will excel at creating positive experiences for all Hirers at The Substation, and be able to increase venue hire capacity and income by introducing new ways to offer and promote the space.

Role & Responsibilities:

- Oversee The Substation's venue rental process for external hirers, including:
 - Addressing General Inquiries & Walk-In's
 - Hosting Site Walk-throughs
 - Preparing Hire Quotations
 - Preparing Hire Agreements
 - Managing Hirer Invoicing & Aging Report Follow Up (Using MYOB accounting system.)
 - Ensure Excellent Customer Relations & Retention
 - Manage Venue Hire Calendar
- Liaise regularly with Facility Manager regarding hirer information, technical and manpower requests for each activity. The Venue Hire Coordinator and Facility Manager are jointly responsible for the successful execution of Hirer programmes.
- Facilitate posting of marketing/promotional material for hirers as appropriate.
- Ensure all public-facing Venue Hire Information is correct, clear and compelling. Including, but not limited to: Venue Hire Info Kit and Terms & Conditions documents, and Venue Hire info on the The Substation website. All revisions are made in collaboration with the Facility Manager and GM.
- Maintain internal Venue Hire calendar.
- Assist the Facility Manager with office administration needs as related to Venue Hire processes.
- Assist Facility Manager with execution of event as required.
- In close collaboration with General Manager and Artistic Director, develop an annual business plan and performance measures for the venue hire operation, and provide on-going reporting.
- The Venue Hire Coordinator is expected to participate fully in the workings of The Substation, including providing ad-hoc administrative support.



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Education & Training:

- Diploma degree and/or relevant experience.
- 2+ years general administration and customer service/sales experience.

Working conditions:

- 40-hours/wk. Some evenings and weekends may be required, based on production schedule.

Compensation:

- Compensation/salary will be commensurate with the employee's experience.
- Annual Wage Supplement (AWS) available in December each year.
- Salary may be adjusted annually based on employee performance review.

Please submit your CV and cover letter to:

Samantha Segar
General Manager
samantha@substation.org