# Position Description

**Job title:** Service Coordinator

**Reports:** DirectlytoDescription Victoria Inc. Board.

**Works closely with:** Arts & cultural organisation clients, Lead Describer, freelance audio describers, DV Board.

**Salary:**  $51,766 per annum plus 9.5% superannuation, pro rata; with allowances available for costs associated with working from home.

**Hours:** 0.5 FTE or approx. 19 hours per week, schedule negotiable.

**Term:** 12 month fixed term – extension and growth subject to external funding and/or income targets being exceeded.

**Location:** Working from home on commencement, potential to relocate.

This front-line position is responsible for the day-to-day administration of Description Victoria’s audio description service, including communication with clients and contractors, job quoting, preparation and execution of service agreements, billing, and reporting.

## About the organisation.

Description Victoria provides professional description services for art and media. Audio description adds live or pre-recorded verbal information to performances, events, exhibitions, and moving images. Designed for people who are Blind or have low vision, this information is delivered through a variety of means that complement the work.

Our describers come from a variety of backgrounds and disciplines in art, performance and media, combining their own expertise with expert training in description. We have described for theatre shows, exhibitions, documentary videos, films, fireworks displays and live art experiences. Audio description can be adapted to any work in any medium.

We also provide comprehensive advice and support on marketing experiences to audiences with low vision, and consider the experience of patrons from the first moment they hear about the work, to the time they step out of the venue.

Description Victoria is a registered charity governed by a committee with a majority of members with lived experience of Blindness or low vision. The purposes stated in its Rules are:

* To provide access and inclusion services for people who are Blind or have low vision.
* To advance culture by developing access and inclusion services for people who are Blind or have low vision in cultural contexts.
* To advocate for the inclusion of people who are Blind or have low vision in Australia’s cultural, artistic, social, and recreational life.
* To support creative and artistic practice by and for people with Disability.

## Key responsibilities & duties

The incumbent will be required to:

* Respond to enquiries from current and potential clients and service users via phone or email.
* Negotiate job requirements, source describers and consultants to fulfil those requirements, and generate project agreements for clients and contractors.
* Undertake basic financial management including invoicing and bank reconciliations using Xero.
* Track and compile financial data (monthly) and project data (quarterly) and generate reports for the Committee of Management.
* Coordinate basic marketing and communications tasks with board and external support.

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| **Duties of the role** | **Time spent** | **Competencies sought** |
| Responding to enquiries from current and potential clients via phone or email. | 20% | * Clear and friendly communication skills.
* Ability to keep thorough records, and excellent follow-through in responding to enquiries.
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| Negotiating job requirements, generating service agreements, and sourcing describers. | 50% | * Ability to negotiate in line with defined sales procedures.
* Ability to clearly communicate expectations to clients, contractors, and service users.
* Ability to draft clear and concise quotes and service agreements from templates in line with organisational policies.
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| Basic financial management including invoicing and bank reconciliations using Xero. | 10%  | * Basic financial management skills.
* Comfort working with online platforms like GSuite, Monday.com and Xero.
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| Track and compile financial data (monthly) and project data (quarterly) and generate reports for the Board. | 10% | * Strong attention to detail.
* Ability to synthesise financial and performance data into meaningful, concise reports.
* Ability to work independently and meet deadlines.
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| Coordinate basic marketing and communications tasks with board and external support. | 10% | * Excellent written communication skills.
* Prior experience with MailChimp or a similar electronic marketing platform.
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## Academic or trade qualifications:

* Relevant qualifications in Administration, the Arts, Humanities or Community & Social Services will be well-regarded.

## Work experience and skills:

* Prior experience within or working with arts and cultural organisations and/or experience with Disability services providers – essential.
* A demonstrated passion for access and inclusion for people with Disability – essential.
* An ability to work independently within shifting deadlines and priorities while upholding the values of the organisation – essential.
* Excellent organisational and communication skills – essential.
* Prior experience working within the GSuite technological ecosystem – desirable.
* Prior experience with Xero accounting software – desirable.

## Measurable outcomes:

1. Continued growth of fee-for-service revenue.
2. Rate of successful conversions from enquiries to sales.
3. Rate of successful execution of jobs as negotiated.
4. Reporting and administrative deadlines met consistently.

Authorised by: DV Board.

Date: 19/4/21

Date for review: 19/10/21