

Virginia Film Festival

2020 Guest Services Coordinator

The VAFF's Guest Services Coordinator serves as the main point of contact for the Festival's attending guest artists, coordinating travel and accommodations and providing hospitality leading up to and during the Virginia Film Festival. This position is a pivotal member of the Festival core staff; will be included in all general staff, senior staff, and programming team meetings; and will be expected to represent the Festival to the University and local communities, as well as to industry guests with the utmost professionalism.

The Guest Services Coordinator will report directly to the Operations Manager, and dates of employment will run from August 10, 2020 to approximately two weeks after the Festival ends on November 6, 2020. The position will work 40+ hours per week. This position will be hired through UVA temp services and paid an hourly rate to be informed by the individual's experience.

Due to the nature of this position, there will be periods of time leading up to and during the VAFF which it will be necessary to work overtime, nights, and weekends. Overtime worked will be compensated with overtime pay.

Areas of Responsibility

Guest Coordination

- Maintain tracking database and associated records for all 2020 confirmed industry and discussant guests, which includes collecting and maintaining up-to-date records of all guests' contact information, confirmed participation roles, and commitments around VAFF events during their stay.
- Draft and send all communication to industry and discussant guests, including welcome messages, detailed itineraries, informational updates, and more.
- Act as the first point of contact and primary liaison to guests, fielding any and all special requests, questions, and concerns around each guest's Festival experience.
- Field and manage screening and event ticket requests from guests and communicate requests to the Box Office Manager.
- Request and organize guest bios and headshots that will be used in the Festival program and website.

Travel & Accommodation Booking

- Book, organize, and track all guest related travel, in tandem with a travel agent.
- Manage hotel rooming lists and communicate guests' needs with hotel staff.
- Coordinate ground transportation as needed.
- Produce detailed travel and participation itineraries for all guests.

Hospitality

- Produce and deliver guests' credentials, badges, welcome letters, hotel packages, and any other items needed to ensure an informed, productive, and comfortable experience at the VAFF.
- Manage the set-up and execution of the Filmmakers & Sponsors Lounge and Press & Industry Check-In.
- During VAFF weekend, continue to act as primary guest liaison, serving as the main point of contact for all Festival guests during their stay in Charlottesville, supporting individual requests as possible, and welcoming special guests in person as needed.

Intern Oversight and Budget Tracking

- Work with UVA student interns including a dedicated Guest Services Intern to invite, schedule, and communicate with all discussants, and to coordinate the guest and discussant tracking process.
- Track guest-related expenses in real-time in accordance with University of Virginia's Procurement and Purchasing policies and procedures.

Other duties may include but are not limited to

- Assist in writing and editing content for the printed Festival Program and website.
- Assist with marketing and publicity of VAFF films and events.
- General office coordination and administrative support.
- Help to execute special events, to include parties, press events, volunteer trainings, Family Day, etc.

General Expectations and Requirements

The VAFF's Guest Services Coordinator is a pivotal member of the Festival core staff. The position will be included in all general staff, senior staff, and programming team meetings and will be expected to represent the Festival to the University and local communities, as well as to industry guests with the utmost professionalism. The Virginia Film Festival welcomes over 150 guests and screens nearly 200 films, exhibiting at 7 screening venues on UVA grounds and in the surrounding community over the five days of the Festival.

Due to the nature of this position, there will be periods of time leading up to and during the VAFF during which it will be necessary to work overtime and on weekends. Overtime worked will be compensated with overtime pay.

Required Knowledge, Skills and Abilities

- Organizational skills, attention to detail, and problem-solving skills are essential to the success of this role.
- Must have excellent interpersonal skills and the ability to work intuitively within a culturally diverse environment.
- Experience in a customer service environment.
- Must have strong written and verbal communication skills and experience in writing and communicating through a wide variety of mediums.
- Expert knowledge in the following computer applications is required: Microsoft Office Suite (Word, Outlook, Excel), Google Drive.
- Must also possess the ability to adapt quickly and work well under pressure, multitask and meet tight deadlines, a history of working well in teams, and the drive to develop and execute plans with little oversight.

Preferred experience, skills, and interests

- Working knowledge of the film industry.
- A passion for the arts and film.
- Experience in coordinating and organizing arts/film events, programs, and/or screenings.
- Working knowledge of University of Virginia's Procurement and Purchasing policies and procedures.
- Working knowledge in the following computer applications is preferred: Microsoft Access, Adobe Photoshop, Adobe Illustrator, WordPress.

About the Virginia Film Festival

The Virginia Film Festival is a program of the University of Virginia, with support from the Office of the Provost and Vice Provost for the Arts. Each fall, we welcome over 150 guests and screens nearly 200 films, exhibiting at 7 screening venues on UVA grounds and in the surrounding community over the five days of the Festival annually. The VAFF will celebrate its 33rd year on October 21-25, 2020.

Please submit your cover letter, resume, and references to rob@virginiafilmfestival.org with the subject line ***[Your Name] - 2020 VAFF Guest Services Coordinator Application***