

## Virginia Film Festival

# 2026 Guest Services Coordinators

Pay Rate: \$20/hour

Hours/Week: 20-40+

Contract Dates: 8/24/26 – 10/30/26

Format: In-Person

Supervisor: VAFF Artistic Director

In the leadup to the 2026 Virginia Film Festival (VAFF), we will be bringing on 2 Guest Services Coordinators (GSCs). The GSCs organize travel, accommodations, and other logistics for VAFF artists and guest visitors. These positions work closely with one another, the VAFF Artistic Director and other VAFF staff, to provide top-notch hospitality to all guests leading up to, and during, the Virginia Film Festival.

The GSCs will report directly to the VAFF's Artistic Director. Dates of employment will run from August 24, 2026 until October 30, 2026. The position will work 20 hours per week until September 11, and increase to 40 hours per week starting on September 14. 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. This position will be hired through UVA Temp Services and paid an hourly rate.

## Areas of Responsibility

### Travel & Accommodations

- Book guest travel, including flight arrangements and ground transportation. Much of this work is done in coordination with a travel agency.
- Manage hotel inventory and rooming lists.
- Book lodging reservations for VAFF guests, and resolve special accommodation needs guests may have.
- Maintain timely, updated, and clear records of all travel and accommodations bookings.
- Review guest itineraries and schedules to ensure travel and lodging details are up to date and accurate.
- Track relevant travel and accommodations expenses in real-time.
- Oversee VAFF driver recruitment, training, and scheduling.

### Guest Coordination

- Maintain database records for all confirmed industry and discussant guests. Includes collecting and maintaining up-to-date records of guests' contact information, confirmed participation roles, and commitments around VAFF events during their stay.
- Maintain regular and ongoing communication with industry and discussant guests.
- Request, organize, and edit guest bios, headshots, and other related assets.
- During the VAFF weekend, continue to act as the primary guest liaison, serving as the point of contact for Festival guests during their stay in Charlottesville.

### Discussants

*VAFF discussants are panelists, Q&A participants, and moderators.*

- Produce and deliver discussant credentials, ticketing vouchers, welcome emails, and other related items needed to ensure an informed, productive, and comfortable experience at the VAFF for discussants.
- Support set-up and execution of the Filmmakers & Sponsors Lounge and Press & Industry check-in.

### **Additional Duties**

- Assist in writing and editing guest-related content for the Festival website.
- Staff and support special events including parties, press programs, volunteer trainings, etc.
- General office coordination and administrative support.

### **Required Knowledge, Skills, and Abilities**

- Organizational and problem-solving skills as well as a high-level of attention to detail are essential.
- Excellent interpersonal skills and the ability to work effectively within a culturally diverse environment.
- Must have strong written and verbal communication skills and experience in writing and communicating through a wide variety of mediums.
- Experience in a customer service environment.
- Expert knowledge in the following computer applications is required: MS Word, Outlook, Excel.
- Must possess the ability to adapt quickly and work well under pressure; the skills to multitask, prioritize and meet tight deadlines.
- A demonstrated history of working well in teams.

### **Preferred Experience, Skills, and Interests**

- Prior experience working with event guests, travel booking, conferences and/or the hospitality industry.
- A working knowledge of the film industry, and passion for the arts.
- Experience in coordinating and organizing arts/film events.

**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 100 guests and screen over 100 films on UVA grounds and in the surrounding community over the five days of the Festival. The VAFF will celebrate its 39th year from October 21-25, 2026.

**To Apply:** Applications will be reviewed on a rolling basis, and interviews will be scheduled only with top candidates. To apply, please submit your cover letter, resume, and references to [itovbis@virginia.edu](mailto:itovbis@virginia.edu) with the subject line: **Application: 2026 VAFF Guest Services Coordinator.**