

GUEST RELATIONS INTERN Job Description

BASIC FUNCTION

Guest Relations Interns are responsible for performing a wide variety of tasks to assist the Guest Relations Department with meeting the travel, accommodation and hospitality needs of our visiting filmmakers, celebrities, media professionals and other guests of the Seattle International Film Festival. Interns may be assigned to assist a specific staff member or may float between various staff to assist throughout the department.

REPORTING RELATIONSHIP

- Guest Relations Coordinator, Guest Relations Travel Coordinator, Guest Relations Suite Coordinator

PRIMARY DUTIES & RESPONSIBILITIES

- Assist with travel and hotel arrangements
- Assist with volunteer scheduling and training
- Assist with Guest Suite daily operations
- Edit and audit guest information in Filemaker Pro database
- Schedule and monitor volunteers using Shiftboard software
- Make phone calls, run errands, and support the Guest Relations team
- Receive and assist guests, staff, and volunteers in our on-site office
- Other duties as assigned

QUALIFICATIONS

- Superb organizational skills
- Detail oriented
- A “people person” who will enjoy meeting and assisting guests and volunteers
- Excellent computer skills – experience with Filemaker Pro and/or Shiftboard is a plus
- Ability to work effectively as part of a team
- Ability to stay calm and keep an above average sense of humor in stressful situations
- Be available for at least 20 hours a week

BENEFITS

- Great introduction and experience in guest relations
- Class credit (if applicable).
- Positive reference upon completion of successful internship
- SIFF Staff Pass

REFERENCES

- References should speak to the applicant’s sense of camaraderie, integrity, professionalism, responsibility, and flexibility.

INTERNSHIP DATES

- April 1, 2015 – June 7, 2015