

FESTIVAL GUEST RELATIONS COORDINATOR

Job Description

BASIC FUNCTION

The **Guest Relations Coordinator** is responsible for: 1) securing all on-site ground transportation for visiting filmmakers, celebrities, media professionals and other guests of the Festival; and 2) interviewing, securing, scheduling and overseeing all volunteers and interns working within guest relations. The Guest Relations Coordinator should be a people person who delights in working as part of a team, has a solid sense of humor, and understands the value of a “no drama” attitude.

REPORTING RELATIONSHIP

- Guest Relations Manager

PRIMARY SUPERVISORY RESPONSIBILITIES

- Guest Relations Interns, Guest Relations Volunteers

PRIMARY DUTIES & RESPONSIBILITIES

- Coordinate screening, training, and scheduling of volunteer drivers who transport festival guests to and from the airport, and to and from festival venues.
- In conjunction with the Guest Relations Manager, hire all Guest Relations Interns to include fielding applications, conducting interviews, and scheduling personnel.
- Work closely and collaboratively with volunteers and interns to troubleshoot as needed and to improve upon the department’s procedures for an outstanding Guest Relations experience.
- Coordinate and track all ground transportation arrangements for all out of town guests.
- Oversee fleet of new cars on loan to the festival from a festival sponsor; responsible for all aspects of fleet coordination to include setting up insurance, car delivery and return, vehicle maintenance and parking.
- Other duties as assigned

QUALIFICATIONS

- One to two years experience coordinating large groups of volunteers and interns
- Community arts, festival and/or non-profit experience is a plus
- Keen attention to details, a love for excel spreadsheets, and a disposition for a fair amount of screen time in front of a computer
- Comfortable with MAC computers; experience Filemaker and/or Shiftboard is a plus

DATES OF EMPLOYMENT

March 23 – June 19, 2015