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## FESTIVAL HOUSE COORDINATOR

### Job Description

SIFF's mission is to create experiences that bring people together to discover extraordinary films from around the world. It is through the art of cinema that we foster a community that is more informed, aware, and alive.

#### OVERVIEW AND IMPACT:

The **Festival House Coordinator** facilitates meeting the front of house needs at a specified festival venue. Under the general direction of a Festival Venue Manager, this position provides onsite supervision and coordination for venue crew volunteers.

#### PRIMARY DUTIES & RESPONSIBILITIES:

- Extend excellent service to internal and external customers
- Serve as the primary on-site contact for venue crew volunteers
- Greet, orient, and support venue crew volunteers
- Manage venue crew volunteer staff
- Assign venue volunteer positions for each screening
- Ensure volunteer sign-in sheets are completed and vouchers are distributed
- Support front of house venue coordination
- Facilitate smooth seating and clearing of houses
- Ensure a positive experience for all SIFF participants

#### QUALIFICATIONS:

- Possess a service-oriented demeanor; customer service experience a plus
- Demonstrated ability to respond well to changing needs and to balance competing priorities
  - Attend to details while keeping an eye on the big picture
  - Think on your feet
  - Comfortable with ambiguity
  - Possess grace under fire
  - Resourceful
- Pleasant and professional manner including:
  - Strong communications skills – clear, constructive communication style
  - Strong interpersonal skills – must like people; possess positive attitude
- Demonstrated ability to lead a diverse and rotating team of volunteers
  - Ability to give and take directions
  - Ability to delegate
  - Decisive – ability to make sound decisions
  - Comfortable and experienced with conflict resolution
  - Ability to deescalate/defuse tense situations
- Basic requirements of position
  - English language fluency (oral and written)
  - Ability to stand for extended periods of time
  - Ability to work outdoors in all weather
  - Ability to lift 20 pounds
- Ability to commit to 80 hours to include:
  - Venue Crew Volunteer Training – May 7 (to be confirmed)
  - SIFF 2016 Opening Night – May 19

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- Prior Festival Venue Crew experience is helpful BUT willing to train the right service-oriented, service-experienced candidate.

**BENEFITS:**

- SIFF 2016 Festival Pass
- SIFF Annual Enthusiast Membership
- Great introduction to and experience in festival and theater operations
- Great opportunity to learn about what happens behind the scenes of an international film festival
- Resume builder
- Class credit (if applicable)

**DATES OF POSITION:**

- May 1 – June 12, 2016

**TO APPLY:**

Email letter of interest and resume to [interns@siff.net](mailto:interns@siff.net) indicating **Festival House Coordinator** in the subject line.

*SIFF is an equal opportunity employer. We seek to hire candidates that reflect the cultural diversity of our community. We welcome and encourage qualified candidates from all national, religious, racial and ethnic backgrounds, from all gender expressions and sexual identities, and from persons living with disabilities, to apply to become a part of our organization.*