

## RENTAL SALES AND SERVICE MANAGER 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:

Reporting to the Director of Operations, the **Rental Sales and Service Manager** is responsible for sales and service of SIFF rental screenings and events across the SIFF Cinema group. This position is responsible for ensuring that targets for contributed revenue from rentals are met or exceeded and our customer's experience at SIFF is exceptional. The Manager will coordinate external relationships and internal SIFF communication needs concerning these rentals and events.

### PRIMARY DUTIES & RESPONSIBILITIES:

#### Service and Support of Rentals

- Acting as the main point of contact and building relationships with new and returning SIFF Cinema renters
- Working in coordination with the customer, build our clear expectations of renter and SIFF, including expected day of event needs, show flow and support. Share plans with all appropriate SIFF support contacts
- Facilitate and organize on-site walk-throughs and technical checks in advance of rental to ensure that day of show programming goes smoothly
- Obtaining ticketing information from renter and/or providing ticket sales information and reports to renters if using SIFF ticketing systems
- Ensuring film content and promotional materials are received and distributed
- Serve as the on-site contact for rental and events to coordinate with all other SIFF resources and to ensure event production goes according to contracted terms
- In coordination with SIFF's accounting team, ensure accurate and timely distribution of invoices; follow up on any outstanding payments due

#### Sales and Business Development

- Researches, develops and maintains current and competitive policies, procedures and rates that reflect the Seattle market, and our unique cinema offerings
- In coordination with SIFF's marketing team, develop marketing materials, rate sheets and other materials to publicize and promote SIFF's space leasing options
- Cultivate new business across a variety of customer types expected to include nonprofits, schools/education, corporate and other types of organizations for one time and on-going partnerships
- Establish and build relationships with other potential partner business including beverage, food/catering and other hospitality businesses which might benefit our rentals and SIFF's overall partnerships in the community
- Create quotes for prospective customers, drafting and distributing contractual agreements and coordinating final contract requirements
- Meet or exceed all targeted revenue budgets/quota related to SIFF rentals revenue annual and monthly expectations

#### Internal Facilitation and Team Coordination

- Maintain master calendar of events, coordinating across cinema and other programming, education and event requirements to ensure optimal use of SIFF facilities

- Acting as the liaison between the renter and SIFF's Programming, Finance and Technical Departments, creating a conduit for consistent and familiar communication
- Communicating event details to SIFF cinema management and staff; work to ensure adequate staffing for all rentals to achieve customer service and contractual obligations
- Provide sufficient training of SIFF staff to handle event needs as requested

**QUALIFICATIONS:**

- A minimum of two years' experience in events, catering, hospitality, sales or special events in a for-profit or nonprofit business environment
- Demonstrated experience working to meet budget/quota targets in a similar capacity
- Strong written and verbal communication skills
- Strong organizational skills and attention to detail; experience managing contracts and agreements a plus
- Proficient knowledge of MS Office Suite, FileMaker; knowledge of CMS a plus
- Ability to efficiently multitask and meet deadlines in a timely manner
- Ability to work effectively both independently and on a team
- Ability to maintain a strong degree of professionalism inside and outside of the office
- A positive and enthusiastic personality
- Demonstrated ability to calmly handle stressful situations
- Ability to work well with a diverse range of people, both in the community and in the industry
- Availability to work nights and weekends as determined by rental schedule

**TO APPLY:**

Email letter of interest and resume to [siffjobs@siff.net](mailto:siffjobs@siff.net) indicating **Rental Sales and Service Manager** in the subject line.

*SIFF is an equal opportunity employer. We seek to hire candidates that reflect the cultural diversity of our community. We believe every employee has the right to work in an environment free from unlawful discrimination as is consistent with our commitment to diversity, respect, and inclusion. Consistent with applicable federal, state, and local laws, SIFF provides all employees and applicants with equal opportunity in all aspects of the employment relationship.*