

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 the front of house needs at a specified festival venue. Under the direction of a Festival Venue Manager, this position provides onsite coordination of venue crew volunteers.

PRIMARY DUTIES & RESPONSIBILITIES:

- Serve as the primary on-site contact for venue crew volunteers
 - Greet, orient, and assign venue crew volunteers for each screening
 - Provide support and training where needed
 - Ensure volunteer sign-in sheets are completed and vouchers are distributed
- Facilitate smooth seating and clearing of houses
- Ensure a positive experience via excellent customer service 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 de-escalate/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 6
 - SIFF 2017 Opening Night – May 18
- Prior Festival Venue Crew experience is helpful BUT willing to train the right service-oriented, service-experienced candidate.

BENEFITS:

- SIFF 2017 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 11, 2017

TO APPLY:

Email letter of interest and resume to volunteers@siff.net indicating **Festival House Coordinator** in the subject line by Sunday, April 23, 2017.

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.