

## **FESTIVAL VOLUNTEER HOUSE COORDINATOR 2019 Volunteer Role 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 Volunteer House Coordinator** coordinates venue crew volunteers, under the direction of the Festival Venue Manager. The Festival Volunteer House Coordinator provides training, feedback, and leadership on a rotating group of volunteers.

### **DATES OF POSITION:**

- Required House Coordinator Training – (May 4th, 10 AM to 12:00 PM)
- One of the Venue Crew Volunteer Training, either:
  - Saturday, May 11th (10 AM to 11:30 AM)
  - Monday, May 13th (6:00 PM - 7:30 PM)
- A minimum commitment of 80 hours over the Festival, May 16 - June 9, 2019

### **REPORTING RELATIONSHIP**

- Festival Venue Managers

### **PRIMARY SUPERVISORY RESPONSIBILITIES**

- Venue Crew Volunteers

### **PRIMARY DUTIES & RESPONSIBILITIES:**

- Attendance at the following trainings:
  - One of the Venue Crew Volunteer Trainings, either:
    - Saturday, May 11th (10 AM to 11:30 AM)
    - Monday, May 13th (6:00 PM - 7:30 PM)
  - Required House Coordinator Training – (May 11th, 10:00AM to 12:00PM)
  - SIFF 2019 Opening Night – May 16 (4:00PM - 8:00PM)
- Serve as the primary on-site coordinator of venue crew volunteers
  - Greet and check in venue crew volunteers as they arrive
  - Orient venue crew volunteers each day, providing a scope of that shift's screenings and/or events.
  - Assign venue volunteer positions for each screening - usher, balloter, clicker, scanner, line management, etc.
  - Provide onsite training for any new volunteers.
  - Provide constructive feedback for venue crew volunteers.
  - Check with volunteers during their shift to ensure they are completing their tasks successfully and understand their duties.
  - Ensure volunteer sign-in sheets are completed and vouchers are distributed at the end of each shift.
- Support the Festival Venue Manager in facilitating smooth seating, clearing, and cleaning of houses.
- Provide excellent customer service, and ensure a positive experience for all SIFF participants and volunteers, escalating to Venue Manager as needed.
- Provide a wrap report at the end of the Festival.
- Other duties as assigned

**IDEAL QUALIFICATIONS:**

- 1+ years customer service experience
- 1+ years of volunteer or staff management
- English language fluency, both oral and written
- Ability to use a radio while on shift (Training provided)
- Comfortable working with technology (mobile phones, laptops)
- Prior Festival Venue Crew experience is helpful.
- Possess a service-oriented demeanor
- Have a clear and constructive communication style
- Have strong interpersonal skills and positive attitude
- Have demonstrated ability to lead a diverse and rotating team of volunteers
- Have the ability to adapt quickly
- Ability to stand for extended periods of time
- Ability to work outdoors in all weather
- Ability to lift 20 pounds

**BENEFITS:**

- (1) SIFF 2019 Festival Admit 1 Sponsor Pass (transferrable)
- (1) SIFF Cinema Summer Pass (valid June 16, 2019 - Sept 30, 2019)
- (1) Festival Volunteer T-Shirt and badge
- Volunteer Incentives for hours worked.
  - See [siff.net/support/volunteers](http://siff.net/support/volunteers) for more information
- Class credit (if applicable, contact [volunteers@siff.net](mailto:volunteers@siff.net) to learn more)

**TO APPLY:**

If you are interested in this role, please send an attached resume and email to [volunteers@siff.net](mailto:volunteers@siff.net) with the subject line **Festival House Coordinator** telling us why you are excited for the opportunity to join the House Coordinator team for SIFF 2019. Applications are due by 5:00 PM Wednesday, April 10, 2019.

Please reach out to [volunteers@siff.net](mailto:volunteers@siff.net) with any questions.

*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.*