
FESTIVAL VENUE MANAGER 2019 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 Venue Manager** oversees operations for assigned screening venue for SIFF 2019. Festival Venue Managers ensure timely screenings and excellent customer service to all SIFF patrons, guests, and staff within SIFF's policies and procedures.

DATES OF EMPLOYMENT

May 13th - June 14th 2019

REPORTING RELATIONSHIP

- Festival Venue Operations Manager

PRIMARY SUPERVISORY RESPONSIBILITIES

- House Coordinators
- Venue Crew Volunteers

PRIMARY DUTIES & RESPONSIBILITIES

- Lead venue volunteers and staff in a manner that is consistent with SIFF policies, procedures, and standards of customer service.
- Responsible for smooth, safe venue operations and patron experience both outside and inside the venue.
- Act as escalation point for any customer-service issues that arise for both box office and venue operations.
- Liaise with projectionist to ensure timely program starts, proper technical exhibition, and smooth intro and Q&A.
- Ensure a positive screening experience for patrons, communicating feedback as needed.

IDEAL QUALIFICATIONS

- One to two years experience in events, festivals, or venue management.
- One to two years experience managing volunteers preferred
- Ability to perform well in a stressful situation
- Ability to stay focused and ensure completion of tasks
- Ability to lead and motivate a diverse and changing/rotating team
- Ability to ensure a pleasant patron, volunteer, and staff experience
- Experience using Filemaker Pro/Ticketing systems a plus
- Ability to lift 50 lbs, with frequent walking and standing throughout daily tasks.

TO APPLY: Email letter of interest and resume to siffjobs@siff.net indicating the **Festival Venue 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 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.