

Virginia Film Festival

2022 Guest Services Coordinator

Pay Rate: \$15/hour

Hours/Week: 20-40+

Contract Dates: 8/15/22 – 11/18/22

Format: In-Person with the option to work from home occasionally and as schedule allows

Supervisor: VAFF Senior Programmer

The VAFF's Guest Services Coordinator serves as the main point of contact for the VAFF's attending guest artists, coordinating travel and accommodations, and providing hospitality leading up to and during the Virginia Film Festival. This position is a pivotal member of the Festival core staff; will be included in all general staff, senior staff, and programming team meetings; and will be expected to represent the Festival to the University and local communities, as well as to industry guests with the utmost professionalism.

The Guest Services Coordinator will report directly to the VAFF's Senior Programmer, and dates of employment will run from August 15, 2022 to approximately two weeks after the Festival ends on November 18, 2022. The position will work 20 hours per week starting off, increasing to 40 hours per week by early Sept. Due to the nature of this position, there will be periods of time leading up to and during the VAFF during which it will be necessary to work overtime and on weekends. Overtime worked will be compensated with overtime pay. This position will be hired through UVA Temp Services and paid an hourly rate to be informed by the individual's experience.

Areas of Responsibility

Guest Coordination

- Maintain database and associated records for all confirmed industry and discussant guests. Includes collecting and maintaining up-to-date records of all guests' contact information, confirmed participation roles, and commitments around VAFF events during their stay.
- Draft and send all communication to industry and discussant guests, including welcome messages, detailed itineraries, informational updates, etc.
- Act as the first point of contact and primary liaison to guests, fielding all special requests, questions, and concerns around each guest's Festival experience.
- Field and manage ticket requests from guests.
- Request, organize, and edit guest bios and headshots.
- Track guest-related expenses in real-time.

Travel & Accommodation Booking

- Book, organize, and track all guest related travel, in tandem with a travel agent.
- Manage hotel rooming lists and communicate guests' needs with hotel staff.
- Produce detailed travel and participation itineraries for all guests.

Hospitality

- Produce and deliver guests' credentials, badges, welcome letters, hotel packages, and any other items needed to ensure an informed, productive, and comfortable experience at the VAFF.
- Manage the set-up and execution of the Filmmakers & Sponsors Lounge and Press & Industry Check-In.
- During VAFF weekend, continue to act as primary guest liaison, serving as the point of contact for all Festival guests during their stay in Charlottesville, supporting individual requests as possible, and welcoming special guests in person as needed.

Other duties may include

- Assist in writing and editing content for the printed Festival Program and website.
- Assist with marketing and publicity of VAFF films and events.
- General office coordination and administrative support.
- Help to execute special events, to include parties, press events, volunteer trainings, etc.

Required Knowledge, Skills, and Abilities

- Organizational and problem-solving skills as well as a high-level of attention to detail are essential.
- Must have excellent interpersonal skills and the ability to work effectively within a culturally diverse environment.
- Must have strong written and verbal communication skills and experience in writing and communicating through a wide variety of mediums.
- Experience in a customer service environment.
- Expert knowledge in the following computer applications is required: MS Word, Outlook, Excel.
- Must also possess the ability to adapt quickly and work well under pressure; the skills to multitask frequently and meet tight deadlines; a history of working well in teams; and the drive to develop and execute plans with little oversight.

Preferred experience, skills, and interests

- Working knowledge of the film industry.
- A passion for the arts and film.
- Experience in coordinating and organizing arts/film events, programs, and/or screenings.
- Working knowledge in the following computer applications is preferred: Microsoft Access, Photoshop, Illustrator, WordPress.

About the Virginia Film Festival: The Virginia Film Festival is a program of the University of Virginia, with support from the Office of the Provost and Vice Provost for the Arts. Each fall, we welcome over 80 guests and screen nearly 100 films on UVA grounds and in the surrounding community over the five days of the Festival. The VAFF will celebrate its 35th year on November 2-6, 2022.

To Apply: Please submit your cover letter, resume, and references to jmays@virginia.edu with the subject line ***[Your Name] - 2022 VAFF Guest Services Coordinator Application.***