



# JOB POSTING

## VOLUNTEER COORDINATOR

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**Employment Type:** Fixed Term Contract

**Start Date:** Starts June 16, 2018; ends October 31, 2018

**Hours:** Varying throughout contract. Estimated average of 16 hours per week in June; 20 hours per week in July; 24 hours per week in the first half of August; full time for the latter half of August and the first half of September, and full time and above during the festival (September 19 - 30), which includes long days, evenings and weekends on-site; concluding with 10 hours per week for the remainder of the contract. Involves evenings and weekends, especially during the festival.

**Reporting to:** Operations Manager

**Supervising:** N/A

**Salary/fee:** \$8,100 flat for the contract

### The Calgary International Film Festival's Mission

To entertain and engage audiences by curating the most innovative and compelling films, and creating remarkable festival experiences.

The festival is a 12-day showcase of up to 200 multi-genre films from Canada and over 40 other countries, hosting gala events, screenings, award ceremonies and special presentations. Additionally, the festival co-presents other programs, such as Doc Soup, throughout the year.

### Role

The Volunteer Coordinator is responsible for recruiting, organizing, training and leading the festival's team of over 400 volunteers, who work in support of all festival departments.

Responsibilities include:

- Work with Operations Manager to plan, coordinate and run effective training for specified volunteer roles in conjunction with other staff, with clear and concise information about general festival information, expectations, roles and responsibilities
- Work with Operations manager to vet and assign volunteers to roles/crews that are appropriate for their skill set
- Manage the scheduling of volunteers using the festival volunteer management system
- Contribute to final drafts of training materials
- Work with Marketing Director to design and order volunteer t-shirts
- Coordinate the distribution of volunteer t-shirts, volunteer passes and any other required volunteer pack materials
- Keep volunteers informed and up to date on relevant festival information and events leading up to, and throughout, the festival
- Create and disseminate volunteer newsletter during festival
- Maintain a presence at the venues during the festival to ensure that volunteer issues and venue needs are being handled appropriately
- Ensure the continual re-stocking of volunteer refreshments in volunteer lounges throughout the festival
- Be the first point of contact in case a volunteer has a concern; flag and forward any concerns to the Operations Manager as needed
- In conjunction with Operations Manager, schedule and host a Crew Lead post mortem

- Prepare pre- and post-festival volunteer orientation/appreciation events with food and beverage, in collaboration with other staff members
- Execute the festival's volunteer rewards and acknowledgement program
- Execute post-festival volunteer survey, created by Operations Manager
- Attend and contribute to an in-person festival post mortem
- Provide detailed post mortem notes and archived files (hard and electronic) relevant to the position and the work accomplished following the festival

Qualifications:

- Outstanding collaborator and team player
- At least two years' experience managing and coordinating volunteers in the arts, festival and/or corporate sectors
- Several years' experience as a volunteer for festivals and events
- Experience using volunteer/personnel databases and scheduling/management systems; quick learner with ability to learn new systems
- Exceptional communication skills, both verbal and written
- Reliable, hardworking and resourceful
- Ability to handle difficult situations with aplomb and grace
- Strong time management skills, the ability to manage multiple priorities concurrently, and the ability to work under, and meet, tight timelines
- Ability to work within budget
- Adaptable to a flexible work schedule, including some evenings and weekends
- Experience with developing volunteer benefit programs an asset
- First Aid training is an asset

## To Apply

Email a resume and cover letter **in a single document** to [hr@calgaryfilm.com](mailto:hr@calgaryfilm.com) **no later than 4:30 pm, Wednesday, May 23, 2018**. Please use "Volunteer Coordinator" as the email subject line. We thank everyone who applies for their interest, but only applicants selected for an interview will be contacted. No phone calls, please.