



JOB POSTING

VENUE COORDINATOR

Employment Type: Fixed Term Contract

Start Date: Starts August 16, 2018; ends October 15, 2018

Hours: Varying throughout contract. Estimated average of 4 hours per week in August; 24 hours per week in 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 8 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: \$3,000 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

Venue Coordinators oversee the successful operation of all front-of-house activity at the festival venues, facilitating an outstanding patron experience.

Responsibilities include:

- Attend and assist with venue volunteer training, as well as Crew Lead training
- Be present at the venue through the festival
- Acquire deep knowledge of the festival's venues, programming, special events, ticketing products and Admissions Policy, so as to provide excellent and informed customer service to all attendees
- Implement the festival's front-of-house and admissions policies and procedures
- Learn and execute the health & safety procedures of rented venues
- Cooperate with staff of rented venues as necessary
- Oversee audience load-in/out and change-over, including theatre cleaning between screenings, line management, crowd control and points of entry (ticket collection/scanning), to ensure screenings start on time
- Work with Projectionists to ensure that film testing is complete in a timely fashion before the public is admitted to the auditorium
- Post and/or verbally make audience advisories and announcements as necessary, including assisting with film introductions if required
- Understand and execute screening cancellation protocols, as required
- Be aware of venue layout and resources for patrons with physical accessibility challenges (e.g. the location of wheel chair seating within cinemas)
- In consultation with Development staff, arrange any special sponsor requirements
- Work with the Box Office Coordinator to support smooth operation of the Venue Box Office
- Work with the contracted Screening Technical provider (Binder Productions) and Projectionists to avoid late starts and cancellations

- Work with the Logistics Coordinator to support any required set-up at the venue, such as red carpets, stanchions and signage
- Support the Bartender Supervisors to ensure excellent customer service and venue adherence to AGLC guidelines
- Manage Crew Leads and venue volunteers
- Ensure that film posters are put up and taken down on a daily basis according to the schedule established by Print Traffic
- Troubleshoot as needed at the venue
- Turn over any found items (i.e. items that appear to have been lost by the public) to host venue staff, and direct any 'lost and found' inquiries to host venue management
- Submit a daily report to the Operations Manager
- Attend and contribute to an in-person post mortem meeting
- 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 in management of front line customer service in a busy, fast-paced environment
 - Specific experience working at festivals, special events or theatres is an asset
- Outstanding leadership ability
- Comfort and skill working with large crowds, while providing exceptional customer service
- Comfortable and engaging public speaker
- Exceptional problem-solver and quick learner
- Excellent communication skills, both verbal and written
- Ability to handle difficult situations with aplomb and grace
- Ability to multitask, and to work calmly and excel under tight timelines
- Proserve is an asset
- First Aid training is an asset

To Apply

Email a resume and cover letter **in a single document** to hr@calgaryfilm.com by **Sunday, July 1, 2018**. Please use "Venue 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.