

Guest Services Manager
Mill Valley Film Festival
Seasonal Position
Reports to Festival Managing Director

Full Time August 16 – October 29, 2010
Includes some nights and weekends
Festival dates October 7-17, 2010

Summary: The Guest Services Manager is responsible for overseeing all filmmaker and program guest needs for the festival, including travel, hotel, film and event tickets and registration. The GSM also hires and manages a team of one transportation coordinator and two hospitality coordinators.

Essential Duties and Responsibilities:

- Plan, Maintain and adhere to Guest Services budget
- Working with Development department, reach out to travel and hotel sponsors and donors
- Working with Development department, follow up on Consulates outreach to solicit funds to support visiting filmmakers
- Working with MVFF programmers, determine guest priorities and travel/hotel for individual guests based on available flight costs and budget
- GSM books flights and/or facilitates travel allowances for guests
- Book hotel rooms for guests, using both paid and donated room nights
- Build itineraries for all guests, as necessary
- With Transportation Coordinator, responsible for planning ground transportation for guests, from airports to hotels and scheduled screenings and events
- With Hospitality Coordinators, responsible for maintaining hospitality suites, registering guests, getting tickets, guest packets and badges to guests
- Responsible for creating and overseeing the overall filmmaker guest experience
- Main contact for troubleshooting and filmmaker guest problems or questions
- Work with local and national publicists for VIP talent on itineraries and festival details
- Update and maintain Filemaker Pro Guest Services database, as well as update Programming database with basic information on guests' itineraries

Required Skills/Experience

- Minimum 1-2 years experience in guest services/hospitality for a major festival or event

- Strong people person with ability to match people's interests, skills and commitment levels with appropriate tasks
- Superb organizational and administrative skills
- Strong Computer skills, with thorough knowledge of Filemaker Pro. Word and Excel.
- Grace under pressure; can do attitude.
- Strong managerial and leadership skills. Proven skill with driving deadlines
- Excellent customer service
- Ability to manage time effectively and bring projects to completion despite conflicting deadlines

Hours: As needed to accomplish designated workload. Nights and weekends as necessary

Festival Dates October 7 -17 will include working weekends and nights as well
Plus Volunteer Sign-Ups: September 20-21, Volunteer Orientation: September 25, Volunteer Party: October 24.

Compensation:

This is a paid seasonal position

How to apply:

Please send cover letter and resume to David Owen, Festival Managing Director, at festivaljobs@cafilm.org

No phone calls please.