



Employment Opportunity: Guest Services Manager

Temporary Employment Contract, Full-Time

We are seeking an enthusiastic and experienced administrator with event planning experience to serve as Guest Services Manager for the presentation of the 23rd imagineNATIVE Film + Media Arts Festival. The Guest Services Manager is responsible for all Festival guest-related initiatives, including accreditation, accommodation & travel, and visitor services. Under the supervision and guidance of the Executive Director (and in consultation with senior management), the Guest Services Manager works to ensure a positive, welcoming, and responsive experience for all of imagineNATIVE's Festival guests.

Primary Responsibilities

- Update and maintain annual Festival Delegates List with input from senior staff;
- Working with Executive Director and senior staff identify priority travel and accommodation list;
- Arrange and confirm travel, accommodation, hospitality, support, and transportation for accredited guests of the Festival according to the budget set by the Executive Director;
- Manage and oversee invited Festival guest/delegates needs, working in concert with all senior staff and departments;
- Create delegates information package (online), including delegates list, delegates welcome letter, guest services information and schedule, up-to-date Festival information & party/event information, maps, restaurant locations, Toronto tourism information, etc.;
- Disseminate Festival, events, and pass pick-up invitations and/or information to appropriate artists/guests/delegates attending the Festival;
- Communicate updated guest list with Online Support + Box Office Coordinator and keep track of comp tickets
- Manage online support in collaboration with Online Support + Box Office Coordinator and act as point of contact for guests in the active hours of "online support" during the Festival as well as onsite for all pass pick-up invitations and provide information to appropriate artists/guests/delegates attending the Festival;
- Organize the Festival delegate bags in concert with the Fundraising Team;
- Manage and set-up guest services tables/zones at all relevant venues during the Festival for information sharing with invited guests and pass pickup;

- Manage all guest services departmental staff including volunteers;
- Manage and oversee the Visitor Services desk (the iNfo Booth);
- Serve as the main point of contact and resource for all accredited guests, troubleshooting as required;
- Create, track and update cost chart for all expenses related to accredited guest travel, accommodation, and per diem for regular reporting to the Executive Director;
- Manage ground transportation needs for invited guests
- Develop and prepare Audience Survey for Festival dissemination, including post-Festival data collection with Operations Manager and Fundraising Manager.

Other Duties

- Maintain expense budget within allocated amounts and provide financial updates/reports as requested, and keep up-to-date internal financial board (monday.com)
- Contribute to and maintain departmental critical path;
- Assist as a team member with administrative duties as required;
- Participate in job-related training activities as necessary;
- Deliver Festival post-mortem

SKILLS AND QUALIFICATIONS

- Great attention to detail and strong organizational skills
- Experience in the hospitality sector or customer service worker
- Likes people and enjoys working to ensure a good hospitable experience for Festival guests
- People management skills
- Strong communication and interpersonal skills
- Ability to work on multiple projects/initiatives simultaneously and meet deadlines
- Works well in a team and independently with minimal supervision
- Positive and professional attitude
- Knowledge about the Indigenous film and television industry is a valuable asset
- Works well in an often fast-paced environment
- A demonstrated interest in film, the arts, and Indigenous communities
- An ability to work independently and as a team in a fast-paced environment
- Excellent computer skills (G Suite, Monday.com., Excel, Microsoft Office,) and a willingness to be trained

Requirements

- 2+ years experience as an administrator, hospitality worker, experience with event planning and preferably for an arts/Indigenous organization(s)

- Strong, effective writing and verbal communication skills
- Must be able to work from home with own computer/laptop, phone and reliable internet

Additional Details

- Fixed-term Employment Contract: July 5 - November 18, 2022
- Full-Time (approximately 40 hours per week)
- Prorated hourly rate: \$23.00
- Bi-Weekly Salary + 4% Vacation Pay
- Submit CV and cover letter to: employment@imagineNATIVE.org with subject "Guest Services Manager"
- DEADLINE: June 22, 2022, 5:00 pm EST (Toronto)

imagineNATIVE is proud to have a dynamic and diverse staff with the majority being Indigenous individuals. We are committed to achieving and maintaining a team that reflects and affirms the diversity of our society and works together in providing a discrimination-free environment, characterized by respect and equity, where people can realize their full potential.

Should you require any accommodations in the application process, please contact employment@imagineNATIVE.org or by phone at 416-585-2333.

Should you have questions regarding this posting, contact adrien@imagineNATIVE.org.