

**FILM
INDE
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**LA
FILM
FEST
IVAL**

VOLUNTEER MANAGER

LA Film Festival

Reports to: Director of Operations, LA Film Festival

Hire Term: June 25 – October 12 (16 weeks)

The Volunteer Manager facilitates the recruiting, managing, scheduling, and training of Volunteer staff for the 2018 LA Film Festival. The Volunteer Manager reports to the Director of Operations.

DUTIES

- Recruit and communicate with new and veteran volunteers.
- Liaising with all Management staff to ensure volunteer needs are captured and accounted for in recruitment and placement of volunteers.
- Recruit Festival interns to meet any department requests.
- Keep volunteers informed and up to date on relevant festival information and events leading up to, and throughout, the festival.
- Assign volunteers to roles/crews that are appropriate to their skills and abilities.
- Plan and execute three (3) Volunteer Orientations
- Coordinating and running effective training for all volunteers in conjunction with other staff, with clear and concise information about general festival information, expectations, roles and responsibilities.
- Generate a volunteer handbook.
- Respond to general volunteer queries via e-mail, Facebook and phone.
- Maintaining an up-to-date volunteer database.
- Work within and track volunteer management budget.
- Coordinate the distribution of volunteer t-shirts, volunteer passes and any other required volunteer pack materials.
- Build a street team to help with promotions
- Maintain a presence at the venues during the festival to ensure that volunteer issues and venue needs are being handled appropriately.
- Maintain communication with theater managers during Festival to ensure excellent volunteer service
- Ensure fulfillment of Volunteer benefits including vouchers and shirts

- Hire and manage a short-term assistant
- Work with sponsorship on providing in-kind snacks and beverages to all volunteer shifts
- Prepare and distribute daily volunteer check-in sheets and screening vouchers for each venue
- Works with the Ticketing Department to replenish screening vouchers and distribute any underselling tickets to volunteers
- Plan and execute a Volunteer appreciation event with Event Producer
- Draft thank you e-mail to all volunteers
- Creating and implementing a volunteer post-festival survey
- Other duties, as assigned

QUALIFICATIONS/REQUIREMENTS

- Outstanding collaborator and a 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 the ability to learn new systems. Shiftboard preferred.
- Exceptional communication skills, both verbal and written.
- Reliable, hardworking and resourceful.
- Enthusiasm for Film Independent and LA Film Festival
- Ability to handle difficult situations with composure and grace.
- Ability to work well with other team members, all personalities at various levels.
- 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 a budget.
- Adaptable to a flexible work schedule, including some evenings and weekends.
- First Aid training is an advantage.

Applicants should send a resume and cover letter to jobs@filmindependent.org.