

# FILM iNDEPENDENT

## **Administrative Coordinator**

(Non-exempt, full-time + benefits)

**Reports to: Senior Director of Human Resources and Administration**

### **Job Description:**

The Administrative Coordinator is responsible for providing a wide range of administrative and office support for Film Independent including but not limited to acting as a point of contact for all departments and programs as needed (in-person, by phone and online), provide exemplary customer service to patrons, guests and other key external stakeholders (in-person, by phone and online), assist with oversight of the Film Independent office and coordinate the usage and maintenance of all rooms within the office pursuant to applicable laws and guidance, and serve as one of the organization's COVID compliance officers.

Note: Film Independent staff are currently working remotely and tentatively scheduled to return to the office beginning in May 2022 contingent on pandemic developments.

### **Duties:**

- **Customer Service**

- Oversee the 'info@film-independent.org' email account and respond as needed in a timely manner with top notch email acumen and attention to detail
- Remain educated and knowledgeable about all Film Independent public-facing programs, be prepared to answer questions and route emails to appropriate departments as needed
- Encourage newsletter sign-ups whenever possible to assist in growing Film Independent's contact list
- Answer phones, direct calls to appropriate extensions, check voicemail daily and route messages accordingly, update voicemail to reflect any changes in Film Independent's daily operations and availability
- Acknowledge, greet and assist all guests that enter Film Independent offices with timely, enthusiastic customer service
- Field inquiries and make reservations for Casting Rooms, Production Offices and Screening Room
- Act as point of contact and onsite liaison for all space renters (Casting Rooms, Production Rooms, Screening Room)
  - Receive and process payment for services
  - Greet and direct all guests associated with rentals
  - Troubleshoot and assist renters as needed

- Ensure that renters adhere to all Film Independent policies while on site
- **Data Administration**
  - Track and record new contact information and update current contacts as needed in Raiser's Edge database, with an eye toward growing the Film Independent contact database and ensuring data accuracy
  - Remove faulty email addresses from Raiser's Edge following organizational email blasts and replace old addresses with newly functional addresses to keep lists current
  - Track and record rentals for Casting Rooms, Production Meeting Rooms and Screening Room in Raiser's Edge
  - Produce revenue progress reports for Casting Rooms, Production Meeting Rooms and Screening Room as needed
- **Events Administration**
  - Assist the Events department with guest list management, updates, exports and imports as needed
  - Process event registrations and cancellations into Raiser's Edge for Fi Presents and other programs as needed
  - Assist with the online screening platform (Vision Media) as needed including monitoring capacity and guest lists, and back-end support
  - Assist all departments with set-up and breakdown of internal Film Independent events as needed
- **Office Administration**
  - Assist staff with room scheduling for in-office meetings via Film Independent room reservation system
  - Assist staff with virtual office meeting scheduling as needed
  - Work with leadership to enforce and communicate health and safety policies, adhering to (but not limited to) CDC/Cal OSHA for staff and guests
  - Administer office supply orders and distribute to departments upon arrival
  - Administer parking validations as needed and approved
  - Administer mail and package delivery and ensure that parcels reach staff members
  - Work with IT and building management to ensure that all technical and basic office functions are in place for business operations; flag and address concerns with leadership in a timely fashion
  - Ensure that all rental spaces are cleaned prior to and following usage
  - Reserve catering for internal staff meetings, lunches and Board of Directors events as needed

**Requirements:**

- A minimum of 3 years of project management and/or office management experience
- Commitment to the Film Independent mission and active advocate for diversity, equity and inclusion in the film industry
- Highly organized, ability to multitask

- Highly proficient in Microsoft Office (including Excel and PowerPoint); Microsoft Teams; Zoom; Raisers Edge or similar CRM experience preferred; Mac proficiency a plus
- Excellent oral and written communication skills
- Excellent organizational, administrative and research skills
- Strong interpersonal skills
- Ability to work in a fast-paced environment
- Bachelor's degree preferred, but not required
- Non-profit arts experience preferred, but not required
- Entertainment industry experience preferred, but not required
- Assertiveness, high energy/enthusiasm and a positive attitude
- A strong desire to achieve and a high level of dedication
- Integrity and initiative
- Ability to work as part of a team and under pressure with all personalities at various levels
- Must have reliable transportation for business-related travel outside of the office as needed

**Send cover letter and resume to: [jobs@filmindependent.org](mailto:jobs@filmindependent.org)**