

FILM INDEPENDENT

Job Description as of December 2024

Title: Guest Services Coordinator, Film Independent Spirit Awards

Reports to: Director of Development

January 29 - March 1: 40 Hours/Week

March 4 - April 19: 20 Hours/Week

\$21/hour; hybrid virtual and in-office

The **Guest Services Coordinator** works closely with the Development team to coordinate table seating and ticketing for the Film Independent Spirit Awards. The Spirit Awards are the organization's largest fundraiser of the year. The Coordinator will be responsible for a variety of important administrative duties related to guest experience including seating and ticket distribution. The Coordinator will also support the Development department with wrap reports and materials creation immediately following the event.

Guest Services Coordinator department duties:

- Work with Director of Development and Senior Director of Development to assign all seated guests at the 2024 Spirit Awards
- Track all seating assignments and provide reports on seating as needed
- Collect and compile attendee lists and contact details
- Coordinate Event Details communications for all guests in event lead-up
- Provide customer service to guests, including event and parking details as needed
- Hire and work with an Assistant, package tickets for all guests and coordinate ticket pick-ups and deliveries
- Support on-site guest entrance and Will Call desk for seated guests
- Post-Spirit Awards, work with Development on compiling materials for event wrap reports, including reviewing event press, compiling impressions information for sponsors and reviewing event photos.
- Assist in updating Development materials for 2025 Spirit Awards
- Other duties, as assigned

Qualifications/Requirements:

- Required to be a detail oriented, highly organized, expert multi-tasker
- Customer service experience strongly preferred
- Knowledge of independent film industry preferred
- Experience working with PowerPoint and Excel preferred
- Experience with databases like Raiser's Edge or similar non-profit CRM
- Ability to work as part of a team and under pressure with all personalities at various levels
- Must be an effective communicator with a deep interest in supporting diversity, equity and inclusion in the arts.

Please send resume and cover letter to jobs@filmindependent.org.