AFI DALLAS
International Film Festival

2008 FESTIVAL JOB DESCRIPTION

POSITION: **Guest Services Coordinator**
DEPARTMENT: **Guest Services & Transportation (GST), Operations**
HIRE DATES: **February 4, 2008 – April 18, 2008**
SALARY RANGE: **$550 to $650 a week**
REPORTS TO: **Guest Services Manager**
WORKS WITH: **Programming, Press & Publicity, Marketing, Special Events**

Please send resume and cover letter to jobs@afidallas.com. Please put GUEST SERVICES COORDINATOR in the subject line.

The **GUEST SERVICES COORDINATOR (GSCo)** for the 2008 AFI DALLAS International Film Festival works with the Guest Services Manager arranging the air travel, ground travel and accommodations of special guests, press, and all other AFI DALLAS sponsored guests. The GSCo supports the Guest Services Manager in working with Sponsorship to identify the rooms, flights, and other in-kind sponsorships available for 2008 and execute the effective use of these resources. The GSCo will work with the Guest Services Manager, Filmmaker Coordinator and Transportation Coordinator to provide gracious, effective service to all patrons.

JOB DUTIES, RESPONSIBILITIES, AND FUNCTIONS

- Assist the Guest Services Manager in making the travel and accommodation arrangements for all visiting AFI DALLAS delegates, filmmakers, panelists, press and special guests as requested with the assist.
- Assist the Guest Services Manager with managing the Guest Services Department within Festival Operations. This team will include, but not be limited to the Filmmaker Coordinator, the Transportation Coordinator, interns, and volunteers for the Festival.
- Manage the central hospitality and check-in for all accredited AFI DALLAS non-press delegates and special guests. Accredited press can and will make travel and accommodations plans through the Guest Services Department, but their on-site check-in and schedules will be determined by the Press & Publicity Department.
- Supervise the accreditation process for AFI DALLAS special guests determined in conjunction with Programming and the Guest Services Manager.
- Assist in the coordination of all special guests' participation while at the Festival including specifics AFI DALLAS functions such as the Awards Brunch with the Sponsorship/Marketing Department and the Special Events Producer.
- Coordinate sponsor and special guest ticket requests with the Box Office Manager.
- Coordinate with Associate Director of Sponsorship and Associate Director of Marketing on AFI DALLAS Filmmaker bags, including the Hospitality Sponsor entitlements, the information content, dissemination and email communications
- Assist Guest Services Manager in coordinating special guest requests and alert them to special event and reception packages to be coordinated through the Special Event Producer.
- Work with the Transportation Coordinator to coordinate and organize all travel and transportation in and around Dallas.

- Assist the Special Events Department with the coordination of the AFI DALLAS Filmmaker Brunch.
- Working with the rest of the Guest Services Department, finalize all billing, invoices, refunds and reimbursements, etc., for all guest travel before April 18, 2008 and schedule a meeting with the Director of Operations to go over all reimbursements prior to your departure.
- Maintain the Guest Travel database in Filemaker Pro and create detailed reports of all travel fulfilled, including keeping on file paper receipts of any and all airline tickets booked online, through a travel agent or via phone.
- Provide a comprehensive wrap report, including all job specific reports and files to the Operations Department during your exit interview, which will take place a few days before employment is complete.

QUALIFICATIONS

- One to three years experience coordinating travel or hospitality for multiple audiences or conventions required.
- The ability to keep a professional demeanor in person and on the phone in stressful situations required.
- Excellent communication and organizational skills required.
- The ability to work independently and take initiative is required.
- The ability to project a stable, calm presence and empower employees to do the same is highly recommended.
- Knowledge of international film community highly recommended.
- Excellent computer skills – Word, Excel, Filemaker Pro highly recommended.
- Strong writing skills and attention to detail highly recommended.
- The ability to speak a foreign language a plus.