

## **FESTIVAL GUEST SERVICES COORDINATOR**

Department: Programming

Reports to: Director of Programs

Type: Independent Contractor



Transforming Philadelphia through the power of film.

As the producer of the Philadelphia Film Festival and creative force behind the Philadelphia Film Center, PFS Bourse Theater, and PFS Drive-In at the Navy Yard, the Philadelphia Film Society (PFS) raises awareness of film as an important art form in Philadelphia and serves as a vital piece of the city's arts and culture community.

### **ABOUT THE PHILADELPHIA FILM FESTIVAL**

The Philadelphia Film Festival showcases more than 100 feature length and short films, welcoming filmmakers and fans from Philadelphia and around the world. This year, the Philadelphia Film Society will be celebrating a milestone - the 30th Philadelphia Film Festival (October 21-31, 2021). After a year of being virtual, PFF30 will return to theaters, including the newly reopened PFS Bourse Theater, and feature a robust lineup, along with special events and an exciting group of industry guests.

The Guest Services Coordinator is responsible for the planning, coordinating, and executing all arrangements - including travel, accommodation, entertainment, and appearances - related to guests of the 30th Philadelphia Film Festival.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Work with Programs Team to remain updated on potential guests
- Act as main point of contact for Festival guests from planning stages through end of Festival
- Coordinate all travel and accommodations for Festival guests
- Plan and execute select meals and entertainment for guests, including but not limited to, late-night Lounge gatherings
- Track expenses carefully, ensuring that the guest services budget is adhered to
- Manage Hospitality interns and volunteers to ensure that guests are hosted and transported efficiently
- Create and distribute comprehensive Guest Itineraries
- Ensure that all guest Green Rooms are prepped and presentable
- Ensure that all guests credentials and gift bags are completed and distributed appropriately and efficiently
- Attend Festival meetings and keep the Festival staff informed of all guest-related goings on
- Host guests, ensuring that all Festival guests have a pleasant experience
- Create comprehensive post-Festival report on the successes and suggested improvements to PFF30 Guest Services

### **SKILLS**

- Exemplary attention to detail
- Outstanding written and verbal communication skills
- Ability to speak personably with new people
- Ability to work independently and as part of a team
- Ability to work in a fast-paced environment with tight deadlines

### **QUALIFICATIONS**

- Previous hospitality experience required
- Previous management experience a plus

- Previous Film Festival experience a plus
- September-November, 2021; Open availability during PFF30 (October 21-31)

The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job, nor is it to be interpreted as a contract for employment. PFS is an Equal Opportunity Employer. Recruitment, hiring, promotions and other terms, conditions, and privileges of employment shall be maintained in a manner that does not discriminate on the basis of age, race, creed, color, national origin, sex, sexual orientation, gender expression, marital status, physical or mental disability, veteran status, or military status, or in violation of any applicable Federal, state or local legislation.

**PHILADELPHIA FILM SOCIETY**

**Philadelphia Film Center | PFS Bourse Theater | Philadelphia Film Festival**  
1412 Chestnut Street | Philadelphia, PA 19102 | [www.filmdelphia.org](http://www.filmdelphia.org)