

AMERICAN FILM INSTITUTE
JOB DESCRIPTION

POSITION: **Assistant, Guest Services**
DEPARTMENT: **AFI DOCS**
LOCATION: **Los Angeles Campus**

PRINCIPAL RESPONSIBILITIES:

The Assistant, Guest Services is a full-time/temporary position and is responsible for assisting with the fulfillment of travel and accommodation arrangements for visiting AFI DOCS delegates, filmmakers, panelists, press and VIP attendees (“Guests”).

PRINCIPAL DUTIES:

- **Create Travel Request and Authorization forms and confirm Guests travel.**
- **Assist the Manager, Guest Services with tracking travel for out of town Guests with emphasis on domestic flights.**
- **In collaboration with the Manager, Guest Services track the filmmakers’ schedules and attendance.**
- **Oversee all hotel bookings at the Hotel Monaco for festival guests.**
- **Act as the back-up contact for the Hotel Monaco sales team as needed, to arrange and secure accommodations.**
- **Assist the Manager, Guest Services with overseeing the filmmaker check-in area.**
- **In collaboration with the Manager, Guest Services, manage guest lists for AFI DOCS filmmaker events.**
- **Under the direction of the Manager, Guest Services, ensure the process for all filmmaker ticketing to AFI DOCS screenings is organized and tickets are distributed in a timely manner.**
- **Attend AFI DOCS staff meetings as necessary.**
- **Complete job specific reports and organize files.**
- **Provide assistance and feedback on compiling the Guest Services Wrap Report to the Manager, Guest Services prior to his/her exit interview with the Director, AFI DOCS and the AFI Festival Producer.**
- **Perform other duties and responsibilities as assigned.**

EXPERIENCE/SKILLS REQUIRED:

- **Bachelor's degree required.**
- **Minimum one-year experience working in the entertainment community on an administrative level.**
- **Working knowledge of film festivals and the local film community.**
- **Exceptionally detail-oriented with the proven ability to handle numerous tasks with appropriate follow-up and reporting activities while not losing sight of the big picture.**
- **Ability to work independently while being an integral member of a high-functioning team.**
- **Proven project management skills with the ability to take a project from conception through completion with minimal supervision.**
- **Excellent oral and written communication skills with the ability to convey complex concepts and procedures in simplistic terms.**
- **Strong time management, organizational and multi-tasking skills coupled with the ability to work independently and with minimal supervision.**
- **Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion at all times.**
- **Excellent computer and Internet research skills with strong knowledge in Word, Excel, and FileMaker Pro in a Mac environment.**
- **Possess a positive and professional attitude with the ability to work as a member of a high-energy, results oriented team.**
- **Ability to deal with rapidly shifting priorities in a fast paced team environment.**
- **Ability to work calmly under pressure.**
- **Personal integrity and the ability to inspire confidence and trust.**
- **Foreign languages (written and/or spoken) a plus.**