

## AMERICAN FILM INSTITUTE JOB DESCRIPTION

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**POSITION:** Senior Coordinator, Guest Services (Travel)  
**DEPARTMENT:** AFI FEST  
**LOCATION:** Los Angeles Campus  
**ASSIGNMENT:** 9/17/18 - 11/27/17

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### **PRINCIPAL RESPONSIBILITIES:**

The AFI FEST Senior Coordinator, Guest Services (Travel) is responsible for the fulfillment of all travel arrangements for visiting AFI FEST delegates, filmmakers, panelists, press and VIP attendees.

### **PRINCIPAL DUTIES:**

- Assist the Senior Manager, Guest Services and Cultural Relations with booking travel for all out of town filmmakers and guests.
- Coordinate Guests' Travel Request and Authorization approvals (TRAs) and work closely with the COO Administrator to book Guests' travel using American Airlines award travel (AA miles) in keeping with AFI's travel policy. A copy of AFI's Airline Travel Process and Procedures and the AFI Procedures Manual are available for reference.
- Act as the back-up contact for The Hollywood Roosevelt Hotel sales team to arrange and secure accommodations.
- Utilize the AFI FEST Guest Services section of the AFI FEST database to monitor attending filmmakers' travel and schedules.
- Collaborate with the Senior Manager, Guest Services and Cultural Relations in coordinating filmmaker's schedules for attendance at various activities, including brunches, receptions and dinners.
- Assist with cultural events and administrative duties as needed.
- Oversee the filmmaker check-in area located in the Filmmaker Lounge.
- Oversee guest lists for all AFI FEST Filmmaker events.
- Collaborate with the Senior Manager, Guest Services and Cultural Relations and the AFI FEST Guest Services Assistant to create a system for AFI FEST Galas will-call ticket distribution.
  - Oversee Gala will-call table for Filmmaker ticket distribution.
  - Ensure the will-call table is organized and operational.
  - Schedule and train volunteers to assist with will-call.

- Act as primary contact for the AFI FEST Transportation team to coordinate airport pick-ups and drop-offs and any other festival event transportation needed for filmmakers or industry guests.
- Confirm with the Guest Services Assistant that all guests are guided from drop-off to the filmmaker lounge.
- Collaborate with the AFI FEST Volunteer team to assign volunteers to the Filmmaker Lounge, airport welcome team and translators throughout the festival as needed.
- Provide a comprehensive wrap report (e.g., procedural outline, comments on the operation of the festival, suggestions and recommendations for improvement, etc.) as outlined in the AFI FEST policy book and deliver a digital file and a hard copy of the report to the AFI FEST Festival Producer during the exit interview. All job specific reports and files must be well organized and submitted during the exit interview.
- Perform other duties and responsibilities as assigned.

**EXPERIENCE/SKILLS REQUIRED:**

- Bachelor's degree required.
- Minimum two years experience working in the entertainment community at an administrative level.
- Knowledge of the independent 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.
- 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 language skills, written and/or spoken, a plus.

**SUPERVISION:**

The AFI FEST Senior Coordinator, Guest Services (Travel) performs all duties and responsibilities under the guidance and supervision of the AFI FEST Senior Manager, Guest Services and Cultural Relations.