



Guest Services Lead Coordinator | 2025 Job Description

Fixed-Term Contract | 35 hours/week | February 3, 2025 to June 20, 2025

The Guest Services Lead Coordinator is responsible for all Festival guest-related initiatives, including accreditation, accommodation, travel, and visitor services. Under the supervision and guidance of the Executive Director and Operations Manager (and in consultation with senior management), the Guest Services Lead Coordinator works to ensure a positive, welcoming, and responsive experience for all of imagineNATIVE's Festival artists, delegates and guests.

Primary Responsibilities

- Update and maintain Festival Delegates List with input from senior staff;
- Working with Executive Director and senior staff identify priority travel and accommodation list;
- Arrange and confirm travel, accommodation, hospitality, support, and transportation for accredited guests of the Festival according to the budget set by the Executive Director;
- Manage and oversee invited Festival guest/delegates needs, working in concert with all senior staff and departments;
- Maintain the Festival Accreditation document, including mail merges, email follow-ups and website Press + General Accreditation forms for the Festival website.
- Create delegates information documents, including delegates list, delegates welcome letter, guest services information and schedule, up-to-date Festival information and party/event information, maps, restaurant locations, Toronto tourism information, etc.;
- Disseminate Festival, events, and pass pick-up invitations and/or information to appropriate artists/guests/delegates attending the Festival;
- Communicate updated guest list with online/phone support and keep track of comp tickets
- Manage schedules for online/phone support in collaboration Box Office Coordinator and volunteers. Act as point of contact for guests in the active hours of "guest services desk" during the Festival as well as onsite for all pass pick-up invitations and provide information to appropriate artists/guests/delegates attending the Festival;
- Organize the Festival delegate bags in concert with the Fundraising Team;
- Manage and set-up guest services tables/zones at all relevant venues during the Festival for information sharing with invited guests and pass pickup;
- Manage all guest services departmental staff including volunteers;
- Manage and set volunteer schedule for the Guest Services Desk;

- Assign delegates to volunteers for on-site and online support (Whatsapp messaging)
- Create, track and update cost chart for all expenses related to accredited guest travel, accommodation, and per diem for regular reporting to the Executive Director;
- Ensure all expenditures are inputted to the main financials board the day of purchase
- Manage transportation needs for invited guests

Other

- Contribute and maintain Guest Services critical path on main shared timeline
- Assist as a team member with administrative duties as required;
- Participate in job-related training activities as necessary;
- Deliver Festival post-mortem

Requirements

- Meticulous attention to detail and a strong grasp of organizational methods and systems
- Demonstrated success in project management as a resourceful problem-solver, with experience advising on data-driven strategic moves in a creative environment
- Comfort and familiarity with working with applications such as Zoom, Microsoft Office, and Google Suite (including Google Meet, Docs, Sheets, Slides, etc)
- Experience with project management platforms such as monday.com, Asana, Trello, etc and/or the ability to pick up new technologies quickly
- Enthusiasm and skill for both leading projects and taking direction, as well as excellent interpersonal communication and teamwork skills
- Ability to remain level-headed and focused in a fast-paced environment that requires multi-tasking and an ability to solve problems creatively and constructively on the spot
- Experience working in a film festival environment and a demonstrated interest in Indigenous film, arts, and culture an asset
- Strong interest in film, screen-based media, and social advocacy an asset

Additional Details

- Fixed-term employment contract: February 3, 2025 to June 20, 2025, 35 hours/week
- Must be available to work occasional overtime during and in the lead-up to events and project launch dates
- Must be able to work from home in a place with reliable internet and your own computer and smartphone
- Occasional in-office work required at our Toronto office (located at 401 Richmond St W)
- Occasional in-person work required at events
- Compensation rate: \$24/hour
- Application deadline: January 15, 2025 at 11:59 PM ET; position will remain open until filled thereafter

imagineNATIVE is proud to have a dynamic and diverse staff with the majority being Indigenous individuals. We are committed to achieving and maintaining a team that reflects and affirms the diversity of our society and works together in providing a discrimination-free environment, characterized by respect and equity, where people can realize their full potential.

Should you require any accommodations in the application process, please contact employment@imagineNATIVE.org.