



Employment Opportunity: Guest Services Assistant

imagineNATIVE is the world's largest presenter of Indigenous screen content. We are a registered charity committed to inspiring and connecting communities through original, Indigenous film and media arts. Our Festival, Tour, Institute, and year-round initiatives showcase, promote, and celebrate Canadian and international Indigenous filmmakers and media artists and create a greater understanding of Indigenous peoples, cultures, and artistic expressions.

Guest Services Assistant

The Guest Services Assistant is responsible for all Festival guest-related initiatives, including accommodation/travel, and visitor service needs. Under the supervision and guidance of the Guest Services Coordinator, the Guest Services Assistant works to ensure a positive, welcoming, and responsive experience for all of imagineNATIVE's Festival guests.

Key Responsibilities

- Update and maintain annual Festival delegates list with input from Guest Services Coordinator and the imagineNATIVE team.
- Working with Guest Services Coordinator and senior staff to oversee travel and accommodation lists
- Arrange and confirm travel, accommodation, hospitality, support, and transportation for accredited guests of the Festival according to the Guest Services Coordinator.
- Maintain invited Festival guest/delegates needs, working in concert with Guest Services Coordinator.
- Maintain delegates information package (online), including delegates list, delegates welcome letter, guest services information and schedule, up-to-date Festival information & party/event information, maps, restaurant locations, Toronto tourism information, etc.;
- Be available for online support windows 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 as delegated by supervisor and in concert with the Fundraising Team;
- Be present for guest services tables/zones at all relevant venues during the Festival for information sharing with invited guests and pass pickup;
- Request and work with volunteers on all Guest-Services related activities



- Ensure all invited guests have relevant and up-to-date information concerning travel, accommodation, and per diems as assigned by supervisor
- Arrange ground transportation needs for invited guests

Other

- Maintain expense budget within allocated amounts and provide financial updates/reports as requested, and keep up-to-date internal financial board (monday.com)
- Contribute to and maintain departmental critical path and monday.com boards
- Assist as a team member with administrative duties as required;
- Participate in job-related training activities as necessary;
- Contribute to Festival post-mortem

Additional Details

- Fixed-term Contract: May 4, 2026 - June 19, 2026
- 35 hours per week
- Prorated hourly rate: \$23.15/hr
- Bi-weekly salary + 4% Vacation Pay
- Location: remote working with expectation of being available during the week of the imagineNATIVE Film + Media Arts Festival however, this is a primarily remote working position, you must be able to work from home with your own computer and have reliable internet
- Submit your CV and cover letter to employment@imagnative.org

For any additional information or assistance, please contact us at employment@imagnative.org