



Original. Indigenous.

Service
Canada



The imagineNATIVE Film + Media Arts Festival is currently accepting applications for the following role:

GUEST SERVICES TRAINEE

A rare opportunity to work at one of Canada's leading arts organizations celebrating its 20th year October 22 - 27, 2019

Application Deadline: June 14, 2019

(NOTE: late applications will not be accepted)

Temporary, trainee position (20 weeks), 35 hrs/week

Rate: \$18.5 CAD per hour

July 2, 2019 – November 16, 2019

Send your C.V./Resume along with a cover letter by email, with the job title in the subject heading, to employment@imagineNATIVE.org

You may address the cover letter to:
Gina Rim, Guest Services Manager
imagineNATIVE Film + Media Arts Festival
401 Richmond St. West, Suite 446
Toronto, ON M5V 3A8

All applicants must meet requirements for employment as determined by Miziwe Biik Aboriginal Employment and Training.

REPORTS TO: Guest Services Manager

The Guest Services Trainee provides support to the Guest Services Manager by arranging travel, accommodation, hospitality, support and transportation for guests of the Festival (artists, producers, buyers, distributors, programmers, panellists, jury members, VIP etc.) and managing the Festival accreditation.

The duties and responsibilities of the Guest Services Trainee include but are not limited to:

- Assist Guest Services Manager with travel, accommodation, hospitality, support and transportation arrangement for all Festival guests
- Assist with updating and maintaining the Festival Delegates and Community lists and database, and working with Zone and other related software to accomplish these tasks
- Assist with creating Delegates package 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.
- Assist with disseminating Festival, events, and pass pick-up invitations and/or information to appropriate artists/guests/delegates attending the Festival
- Work with Events team and Fundraising team to ensure deliverables for Delegate bags are received
- Troubleshoot any problems, issues, or concerns that arise for guests or delegates of the Festival and immediately advise Guest Services Manager or senior management on matters requiring their attention
- Take AODA training to understand how to deal with guests or delegates with disabilities
- Assist with tracking and updating cost chart for artist fees, flights, transportation, per diem, etc. for regular reporting to the Managing Director
- Prepare and provide final report following the Festival
- Prepare and provide final Festival statistics following the Festival

Qualifications:

- Great attention to accuracy and detail
- Friendly, professional demeanor – enjoys working with diverse groups of people
- Works well in a team and without supervision
- Strong written and verbal communications and interpersonal skills
- A demonstrated interest in the arts, film, and Indigenous communities
- An ability to work independently and as a team in a fast-paced environment that requires multi-tasking and the ability to think creatively on-the-spot
- Good computer skills (Microsoft Office, G Suite) and a willingness to be trained

Should you have questions regarding this posting contact (416) 585-2333.