

Job Description

Title: Guest Relations Manager

Department(s): Guest Relations

Reports to: Artistic Director

Duration: Seasonal, Mid October-End of January



Position Summary:

The Guest Relations team is the primary point of contact for filmmakers and industry guests attending the Palm Springs International Film Festival. GR staff assists with travel planning, arranges accommodations, facilitates ticket and credential requests, and provides general hospitality support for guests. The GR team is also the conduit to the larger festival staff for information about attending filmmakers. The goal of the GR staff is that our guests have the best possible festival experience, and team members must be organized, detail-oriented, and committed to providing excellent customer service for all guests.

The GR Manager guides the work of the GR department and is responsible for timeline, budget, and inter-department communication. The Manager hires and oversees a team of Coordinators who are each responsible for a group of festival guests, a Ground Transportation Coordinator and Assistant responsible for guest transportation to/from/during the festival, a Guest Relations Assistant, and an Intern to assist the department as needed. The Coordinators work with those guests from the invitation stage thru post-festival follow-up, while the Manager holds the big picture of all guests and works with other festival departments on guest-related projects.

Elements of the position include

Offseason/Advance Preparation:

- Create a master timeline for the GR department
- Set up and prepare FileMaker Pro guest database
- Draft hospitality protocols
- Create hospitality forms and a master spreadsheet
- Set up systems to oversee budget items including air travel, accommodations, and ground transportation
- Collect information from Development and Programming departments about travel funding coming from consulates and national film organizations; also find out what details need to be returned to funders post-festival
- Draft official festival invitation/offer letters
- Write Filmmaker/Industry FAQs
- Revise and proof Guest Services Guide with Print Production Coordinator
- Design guest itinerary template (to include travel and accommodation details, screenings, events, ground transportation, etc.)
- Set up Google spreadsheet for filmmakers' own-show ticket requests; share with GR coordinators and Box Office managers
- Set up a template for hospitality suite check-in forms

Pre-Festival (when Coordinator contracts begin):

- Hold weekly department meetings to make sure everyone is on track and getting what they need
- Supervise coordination of guest travel to the festival and on-site
- Gather guest information from the Films database and get guest request approvals cleared before handing off to Coordinators
- Supervise coordination of guest accommodations
- Manage travel budget with Artistic Director
- Make sure information from programming is getting distributed to all necessary people in your department
- Maintain database records to be sure all necessary information is entered by coordinators and assistant
- Monitor Coordinators' workloads and adjust as needed
- Personally handle special-case guests as needed
- Work with Programming, Scenario PR, and other festival departments on crossover
- Pull guest reports for Directors and other festival departments as needed
- Coordinate sending badge information and photos to Credentials
- Schedule site visit/training with Theater Operations
- Work with Hospitality Suite Coordinator and Logistics team to plan Suite load in and out
- Find out from Special Events if any parties have capacity issues and determine guest invitation lists accordingly
- Work with Programming to determine additional invitations for guests (filmmaker dinners, director retreats, etc.)
- Support the creation of guest itineraries
- Maintain guest air/hotel expense records and send weekly reports to Artistic and Executive Directors as requested
- Submit purchase orders for guest reimbursement checks
- Request Suite petty cash

During the Festival:

- Manage GR staff at the Hospitality Suite; always be available to answer questions and troubleshoot
- Greet guests as they arrive at the Hospitality Suite
- Work with Coordinators and Registration team to approve and process walk-up filmmaker/industry accreditations
- Oversee GR Assistant sending event reminders to guests
- Manage distribution of special event tickets
- Support flow of communication between Coordinators and Transportation teams
- Supervise distribution of reimbursement checks
- Maintain accounting for travel/hotel/transportation budget and inventory
- Make sure guest information is current in the database and that festival staff is aware of any changes, additions, cancellations
- Attend and assist at events as necessary

Post Festival:

- Supervise and support Coordinators' finalizing guest details (attendance dates, hotel usage, reimbursement payments, etc.) in the database
- Pull final cost report and reconcile with Coordinators
- Turn in Suite petty cash and expense report
- Lead department wrap meeting; participate in wrap meeting with Directors
- Request wrap reports from staff
- Archive letters, forms, etc. that can be used in future years
- Generate a summary report of how many film/industry/media guests attended, how many hotel nights were used, etc.
- Revise Job Description and Timeline
- Write thorough wrap report

Abilities required

- 3 years of progressive related experience in a fast-paced environment
- Ability to work independently
- Effectively manage and communicate in a team environment
- Tactfully balance the guests' needs with festival protocols
- Experience managing large database
- Ability to problem solve under pressure
- Working knowledge of FileMaker Pro, Microsoft Office products
- Excellent interpersonal, written, verbal, and negotiating skills
- Strong organizational skills with the ability to prioritize
- Experience dealing with confidential information
- Professional appearance and demeanor
- Personal car for travel preferred

*Disclaimer*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.