



# JOB POSTING

## OPERATIONS ASSISTANT

**Employment Type:** Fixed Term Contract

**Start Date:** Starts July 17, 2019; ends October 15, 2019

**Hours:** Hours vary throughout the employment term, and are estimated to average 16 hours per week in the second half of July; 24 hours per week in the first half of August; full time in the second half of August and the first half of September; full time and above in the second half of September (festival), which includes long days, evenings and weekends on-site; and 16 hours per week in the first half of October. This position involves some evenings and weekends, especially during the festival. This hour estimate is provided for your information only; actual hours worked may vary and will not affect the salary

**Reporting to:** Operations Manager

**Supervising:** N/A

**Salary/fee:** \$7,400 flat for the contract

## The Calgary International Film Festival's Mission

To entertain and engage audiences by curating the most innovative and compelling films, and creating remarkable festival experiences.

The festival is a 12-day showcase of up to 200 multi-genre films from Canada and over 40 other countries, hosting gala events, screenings, award ceremonies and special presentations. Additionally, the festival co-presents other programs, such as Doc Soup, throughout the year.

## Role

The Operations Assistant is a dynamic role whose focus will be supporting the Operations Manager and working with the Volunteer Coordinator to plan and execute all operations-related tasks both before and during the festival.

Responsibilities include:

- Support Operations Manager on pre-festival projects such as putting together staff binders, creating venue 'daily' boxes, and completing signage inventory
- Assist with pre festival administrative work, such as acquiring quotes, liaising with external vendors, and applying for operations related permits
- Assist Volunteer Coordinator with coordinating and running effective volunteer training and having a thorough knowledge and understanding of the volunteer plan and structure
- Assist in building volunteer schedule using the festival volunteer management system
- Contribute to final drafts of volunteer training materials
- Assist with the coordination and distribution of volunteer t-shirts, volunteer passes and any other required volunteer pack materials
- Support the planning and management of event sites, including having a knowledge of all venue layouts, contact, schedules and health & safety procedures
- Inventory all Operations materials (radios, clipboards, flashlights) prior to festival, and track these materials throughout festival
- Assist in planning and executing the move of all festival materials from the office and external vendors to appropriate venues
- Acquire deep knowledge of the festival's venues, programming, special events, ticketing products and Admissions Policy, so as to provide excellent and informed customer service to all attendees
- Assist with daily festival operations and technical troubleshooting as needed

- Acquire a deep knowledge of AGLC rules surrounding the festival, as well as the on-site plans for bars and liquor distribution
- Work with the Logistics Coordinator to support any required set-up at the venue, such as red carpets, stanchions and signage
- Float between venues in coordination with Operations Manager to assure any special events, busy screenings or logistical items are adequately supported
- Identify any operational emergencies or unforeseen schedule changes Operations Manager
- Other duties as identified and assigned by Operations Manager
- Assist with post festival tear down and tidy up
- Attend and contribute to an in-person festival post mortem
- Provide detailed post mortem notes and archived files (hard and electronic) relevant to the position and the work accomplished following the festival

Qualifications:

- Outstanding collaborator and team player
- Quick learner and adaptable to rapidly changing situations
- Experience in theater/festival/event production is a strong asset
- Experience using volunteer/personnel databases and scheduling/management systems; quick learner with ability to learn new systems
- Exceptional communication skills, both verbal and written
- Reliable, hardworking and resourceful
- Ability to handle difficult situations with aplomb and grace
- Strong time management skills, the ability to manage multiple priorities concurrently, and the ability to work under, and meet, tight timelines
- Ability to work within budget
- Adaptable to a flexible work schedule, including some evenings and weekends
- Preserve certified is an asset
- Experience with developing volunteer benefit programs an asset
- First Aid training is an asset

## To Apply

Email a resume and cover letter **in a single document** to [hr@calgaryfilm.com](mailto:hr@calgaryfilm.com) **no later than 4:30 pm, Tuesday, July 02, 2019**. Please use "Operations Assistant" as the email subject line. We thank everyone who applies for their interest, but only applicants selected for an interview will be contacted. No phone calls, please.