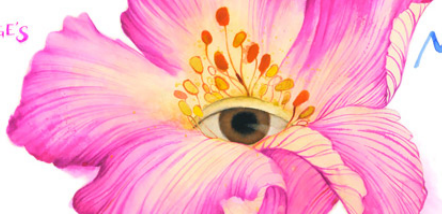




36th ANNUAL MIAMI DADE COLLEGE'S
MIAMI FILM
FESTIVAL



MARCH
1-10
2019



GUEST SERVICES COORDINATOR

Type: Seasonal, Full-Time

Position Runs: January 9 – March 20, 2019

Guest Services Coordinator is responsible for a broad range of duties related to the effective operation of the Guest Services Department.

Responsibilities include:

- Serving as primary point of contact for all guest travel requests and needs
- Booking all guest air travels within Festival guidelines
- Overseeing the use of vouchers within the guidelines of Festival's sponsor airline arrangements
- Managing hotel accommodations through Festival's host hotel(s)
- Working with Volunteer Coordination team to implement and manage Festival's Presentation and Liaison Team
- Working with Operations, Film Office and Press to prepare guest itineraries and welcome packages
- Working with Operations to schedule and manage Festival's Airport Team and logistics
- Working with Transportation Coordinator to schedule and dispatch all ground transportation needs, including airport arrivals, departures, and guest movements during the Festival
- Entering, maintaining, and updating data in Guest Services database and spreadsheets
- Managing and supervising Guest Services Desk at Festival host hotel during the Festival
- Receiving and reviewing final hotel(s) room folios
- Other duties, as assigned

Emphasis will be placed on creating a top-notch guest experience and following a highly organized travel system. Candidates must be extremely detail oriented, financially responsible, and always exhibit flexibility and a positive outlook. Bilingual English/Spanish required.

Extended hours and weekend work will be required leading up to and during the Festival.

To apply, please email resume and cover letter to maria@miamifilmfestival.com