

Hospitality and Guest Services Coordinator

Organization: DOXA Documentary Film Festival

Location: Vancouver, BC (Hybrid)

Position Type: Full-Time Seasonal

Contract Period: March 10 - May 18, 2025 / 35 hours per week

Hourly rate: \$25.68 per hour

DOXA Documentary Film Festival, produced by The Documentary Media Society, is a community-oriented arts organization that premieres Canadian and international documentaries to Vancouver audiences during an annual 11-day festival (May 1st-11), along with year-round programming. We are seeking a dynamic individual who is interested in working in a busy, energetic, film-loving environment to fill the position of **Hospitality and Guest Services Coordinator**. All applicants must have excellent computer (preferably Mac) and internet skills, a valid BC drivers license and the ability to work independently within a team setting.

Responsibilities include:

- Working with the Programming team and Managing Director to coordinate travel and accommodation arrangements for filmmakers and invited guests.
- Working with the Programming team to coordinating festival packages for filmmakers and invited guests.
- Drive or arrange local transportation for invited filmmakers and special guests.
- Coordinate and execute receptions and special events prior to and during the festival, including, but not limited to:
 - Festival Launch
 - Donor/Sponsor Reception
 - Opening Night Reception
 - Closing Night Reception
 - Volunteer Party
- Liaise with reception venues, caterers, and rental partners, as required.
- Working with the Volunteer Services and Operations Manager to coordinate receptions and hospitality events during the festival, including the media launch, opening night reception, closing night reception, and other events as needed. This will include picking up and dropping off supplies.
- Write and submit a Hospitality final report
- Assist in general office duties, as required, such as editing and distributing promotional materials and answering phones, filing, organizing mail outs.

Requirement:

- Must be 19 years or older.
- Must have a valid BC driver's license, and meet the eligibility requirements for a Modo Car Co-op membership.
- Serving It Right Certificate.

Successful applicants will have or acquire in the position:

- Excellent communication, community development, and people skills.
- Customer service experience.
- Sponsor relations experience.
- Volunteer and/or volunteer management experience.
- Project management and organizational skills.
- Event planning and management.
- Data entry experience.
- Independent organization, planning, and reporting skills.
- Interest in documentary film and working within a team.
- Experience with box office operations for a major festival or large (cultural) event.

If you possess a passion for the arts, a sense of humour, the ability to work as a member of a enthusiastic team, and you thrive working in a flexible and creative environment, we want to hear from you!

We strongly encourage applicants with lived experience, from First Nations communities, people of all races, colours, ethnic origins, religions, abilities, sexual orientations, and sexual identities to apply. We thank all candidates for applying, however, only those selected for an interview will be contacted.

Please send resume and cover letter to hr@doxafestival.ca with the title of the position you are applying for and your name in the subject line.



**DOCUMENTARY
FILM FESTIVAL**

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