

Operations Director Job Description

ORGANIZATION DESCRIPTION

The Atlanta Film Festival (ATLFF), presented by the Atlanta Film Society (ATLFS), is one of the largest and longest-running preeminent celebrations of cinema in the Southeast United States featuring 150 events in 10 days. Approximately 27,000 festival attendees enjoy independent, animated, documentary, and short films each year, selected from over 5,000 submissions from 120 countries. In 2016, ATLFS was named “Best Nonprofit in Atlanta” by Creative Loafing readers and ATLFF was named “Best Spring Festival in Atlanta” by Atlanta Journal-Constitution readers. In addition, ATLFS schedules year-round events to keep cinema in the forefront and the art & culture community talking.

POSITION DESCRIPTION:

We are seeking an energetic, forward-thinking Operations Director to manage the daily operations of the Atlanta Film Society to ensure effective planning and overall efficiency during the Atlanta Film Festival and year-round programming. The ideal candidate will have a positive attitude and collaborative spirit, and be a great motivator and supervisor working with artists and staff to ensure events run smoothly and effectively.

RESPONSIBILITIES:

Coordinate and design the operational logistics and staff that execute all in-house and partnered programs, while offering day-to-day support for general operations.

- **Event/Program Operations:**
 - Coordinate, delegate, and sync all applicable staff and departments needed to execute/organize day-of operations for all events/programs;
 - Coordinate with venues/partners and participate in site visits/meetings to plan out all operational aspects of any event (i.e. parking information, on-site office spaces, tech needed, staffing required, thoughtful problem anticipation);
 - Plot out a run-of-show for every event/program;
 - Includes: production management, ticketing/RSVP, membership integration, technical needs and support staff, volunteer needs, crowd control, theatre management, and any other special operations (i.e. raffles, auctions);
 - Lead event operations to achieve program goals and fulfill organization mission.
- **Attend/Engage in Director's Meetings:**
 - Offer suggestions during program planning to best take planning from the idea phase to the on-site operational phase;
 - Provide informed strategies for upcoming events and updates on any research done, or coordination with venues/partners, that is applicable to operations;
- **Oversee Customer Service:**
 - Continually enhance how the organization improves the end-user experience and overall attendance/engagement, by gathering feedback from our audience;
 - Manage contact with customers: phone, email, front desk engagement, routing incoming inquiries to relevant departments, online forms, online FAQ and help sections, make website suggestions for the end-user-experience to minimize confusion;
- **Oversee Operations Staff:**
 - Staff Managed: Operations Mgr, Box Office Mgr, Tech Director, Volunteer Coordinator, Transportation Coord, A/V Rentals Coord, Events Coordinator, Venue Management, & other logistical/operations roles
 - Make suggestions to managers and coordinators based on feedback from audience/staff on general operations; provide suggestions and support; and ensure that efforts are correctly assigned, allocated, and prioritized;
- **Oversee Office Operations:**
 - Includes: intern orientation, office management, software management, data-collection processes, all-staff communications, office morale engagement,

- phones and messaging systems/software, mail retrieval and delivery, office supply needs and purchasing, in-office maintain off-site storage inventory & records of equipment and property;
- **Oversee Box Office & Membership:**
 - Handle all box office and membership operations year-round, then train and pass off these operations to a seasonal Box Office & Membership Manager during festival season;
 - Maintain, develop, and strategize year-round box office and membership systems, with weekly reporting to the EXECUTIVE DIRECTOR;
 - Includes: on-site box office, advanced online ticketing systems, settlement reports, member communications, development and improvement of membership program;
- **Responsible for Festival Run-Of-Show:**
 - Start to finish, hour by hour, 10-day run-of-show as well as load in/out;
 - Includes: all programming and festival events, run times, crucial information about each screening/event that will benefit the staff to have on hand, staff/volunteer call-times and set-ups, individual department schedules (provided by department), daily meetings, venue/partner meetings, truck pick-ups and drop-offs, department hours of operation, etc.
- **Oversee/Responsible for Festival & Pre-Festival Operations:**
 - Includes: Venue Ops, Special Events, Transportation Needs/Coordination, Box Office, Festival Headquarters, Staff Meals, Tech, Site/Venue Needs, Pass Pick-Up, Customer Service, Signage, Sales/Merchandise, Truck Coordination, Central Database for Pre-Fest/Festival Coordination, Preview Party Operations, Pre-Festival Coordination of Individual Department Efforts (i.e. ordering and syncing workflows/deadlines), etc.

REQUIREMENTS:

- Minimum of Bachelors Degree.
- Completion of background clearances.
- Access to reliable transportation to use for operations demands as needed.
- Excellent communication skills, people management skills and organization skills as well as computer and interpersonal skills.

TIMEFRAME & HOURS:

This is a full-time position that lasts between January - April 30, 2017 with an option to extended indefinitely beyond that contingent on performance review and budgetary constraints. The Operations Director is expected to work on some evenings and weekends and be onsite full-time during the 41st Atlanta Film Festival (March 24 - April 2, 2017).

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The Atlanta Film Society, in accordance with applicable federal and state law, is an equal-opportunity employer that seeks an inclusive and representative staff and particularly welcomes applications from women and diverse ethnicities. The Atlanta Film Society does not discriminate on the basis of race, color, national origin, religion, sexual orientation, gender identity, pregnancy/childbirth, medical condition, disability, age, ancestry, marital status or veteran status. This nondiscrimination policy covers all staff members, interns and volunteers.