



JOB DESCRIPTION / **FESTIVAL OPERATIONS MANAGER**

ABOUT FRAMELINE

Frameline's mission is to change the world through the power of queer film. As a media arts non-profit, Frameline's programs connect filmmakers and audiences in San Francisco and around the world. Frameline's integrated programs provide critical funding for emerging LGBTQ+ filmmakers, reach hundreds of thousands with a collection of more than 250 films distributed nationally, and create an international stage for the world's best queer film through the San Francisco International LGBTQ+ Film Festival and additional screenings and cinematic events in person and online.

THE POSITION

The Festival Operations Manager is responsible for the successful operational and logistical execution of Frameline43: The San Francisco International LGBTQ+ Film Festival (June 20 - 30, 2019). The Operations Manager strengthens Frameline's infrastructure through detailed management of Film Festival operations and staff, and the development and maintenance of streamlined Festival logistics processes. The position will manage all aspects of festival operations, collaborate with the Technical Consultant and venue management to ensure smooth operational flow, assist the Programming department in creation of Festival schedule, and support Festival Publications production and distribution processes. This position hires, trains, and supervises the House Managers, and also works closely with the Technical Consultant, Volunteer Coordinator, and Box Office staff.

Reports to: Operations & Systems Manager

Supervises: Operations Assistant

Compensation: \$13,000

Status: Temporary

Schedule: April 2 - July 1, full time
July 2 - July 19, half time

QUALIFICATIONS

- In-depth familiarity with event/film festival operations
- Ability to develop creative solutions to operational challenges
- Demonstrated ability to manage multiple tasks, meet deadlines, and work within a budget while maximizing low/no-cost resources
- Flexible, creative, and able to thrive in a fast-paced environment while maintaining a sense of humor
- Ability to adapt to changing priorities and respond to shifting needs
- Effective communication, interpersonal and organizational skills
- Ability to work independently as well as part of a team

- Detail-oriented and demonstrated attention to accuracy
- Flexibility in scheduling and work hours; responsive to unpredictable workflow
- Fluency in Windows & Mac operating systems & applications including Filemaker Pro, MS Office Suite, & Keynote/Powerpoint
- Valid driver's license and clean driving record

DUTIES & RESPONSIBILITIES

- Assist with the distribution of Festival Publications at screening venues and select businesses
- Manage Audience Award Text Voting initiative including vendor relationship and creation of slideshows at Festival venues
- Oversee distribution of Festival related equipment: radios, venue keys, parking passes, meter cards, badges, vouchers
- Monitor, control, and replenish inventory of Festival merchandise
- Work closely with Box Office staff to resolve ticketing issues
- Train & supervise Operations Assistant and House Managers. With Technical Consultant, supervise Projectionists
- Training and utilization of Shiftboard website (on-line volunteer shift-scheduling) in conjunction with the Volunteer Coordinator
- Request, schedule, and work with theatre Operations volunteers in various capacities (line control, ushers, seat savers, will call, green team)
- Attend Volunteer Orientations in late May/early June
- Manage recruitment and slotting of volunteer ASL interpreters for relevant Festival screenings
- Oversee creation of Festival tech sheets and day-by-day binders for all Festival staff and projectionists
- Create venue-specific day-by-day binders for House Managers, Volunteer Captains, and Projectionists
- Research Equipment Rentals, Communications, and Vehicles.
- With Volunteer Coordinator, co-facilitate House Manager/Volunteer Captain meeting in early June
- Manage ticket outlet and screening venue load-in and load-outs
- Attend daily Festival staff meetings
- Remain on-call during Festival for emergencies and unexpected changes
- Complete post-Festival written wrap report and manual
- Contribute to post-Festival wrap-up efforts as defined by Operations & Systems Manager
- Where Operations & Systems Manager is not present, serve as on-site Operations Lead and main contact for venues and contractors

TO APPLY:

Please e-mail cover letter with resume to:

Storm Lee, Operations & Systems Manager - slee@frameline.org

Subject: Frameline43 Operations Manager Search

Application Deadline: February 22, 2019

Early applications encouraged. No phone calls, please.

Frameline is an equal opportunity employer and is firmly committed to complying with all federal, state and local equal employment opportunity ("EEO") laws. Frameline strictly prohibits discrimination against any employee or applicant for employment because of the individual's race, creed, color, sex, religion, national origin, age, gender identity or expression, sexual orientation, height and weight, disability, marital status, partnership status and any other characteristic protected by law.