



Title: Administrative Coordinator
Reports to: Executive Director with day-to-day training and oversight by the Director of Operations
Employment Status: Full-time and in-person position in Cleveland, OH with WFH opportunities
Salary: \$40,000-\$45,000 (commensurate with experience) and including a competitive benefits package.
Timing: Position will begin on approximately August 15, 2022
Deadline to Apply: July 8, 2022
Apply via: <https://www.clevelandfilm.org/about/employment>

Overview

The Cleveland International Film Festival (CIFF) is seeking an Administrative Coordinator to oversee the management of the CIFF office space, provide customer service and support to patrons and constituents, and provide assistance to CIFF staff. This is an entry-level role reporting to the Executive Director with daily training and oversight provided by the Director of Operations. The ideal candidate will have administrative and customer service experience managing an office or other business space, possess high-level technical aptitude, and have an understanding and knowledge of the best practices and procedures as it relates to office management. They will also be highly organized and detail-oriented, take initiative and adapt as necessary, and have the ability to multitask and prioritize in a fast-paced environment on their own and as part of a team.

Who Are We

Founded in 1977, the Cleveland International Film Festival (CIFF) strives to fulfill its mission, which is to promote artistically and culturally significant film arts through education and exhibition to enrich the life of the community. The Cleveland International Film Festival's vision is to be a leader in helping the world discover the power of the film arts to educate, entertain, and celebrate an inclusive human experience. In other words, CIFF presents the newest and

best films from around the world, and does everything in its power to make sure that its audience learns something along the way - about other cultures, about the topic at hand, about the experience from the filmmakers themselves.

CIFF's Guiding Principles include:

- Set high standards for diverse quality film education and exhibition, placing artistic and cultural merit above commercial appeal.
- Connect and work collaboratively with an array of community partners to raise awareness of how film arts deepens understanding of the world and catalyzes positive change.
- Provide the best and most accessible audience experience possible.
- Champion diversity, equity, and inclusion while fostering understanding and appreciation of myriad cultures and values.
- Cultivate and maintain an innovative and forward-thinking organization.
- Embed our work into the fabric of the community.
- Promote a work environment among board, staff, and volunteers based on integrity, professionalism, teamwork, trust, and respect.
- Ensure the organization's financial stability and increase its financial self-sufficiency.

Who You Are & What Will Make You Successful:

- **Relationship-building:** You develop and maintain strong, collaborative working relationships with a diverse group of constituents and know how to build alliances even when there are competing interests and perspectives.
- **Drive to achieve results:** You have a strong work ethic—a track record of accomplishing goals and getting results even when there are obstacles. You set a high bar and meet it, because you think ahead, anticipating hurdles and coming up with thoughtful solutions.
- **Inclusive management:** You approach management with a mindset of “power with” rather than “power over” and regularly include others in decision-making. You have experience managing people and projects, ensuring that neither slip through the cracks. You engage human and other resources wisely and can effectively manage projects and teams to leverage time and talent for the best possible outcome.
- **Commitment to racial equity and social justice:** You recognize the role of race, income, age, immigration status, and other identities in shaping our cultural landscape and access to the arts. You recognize how your own identities show up in the work, and welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other lines of difference.

What You'll Do:

- Oversee the organization of the CIFF office space for appearance and functionality including inventorying, ordering, and storing office and Festival supplies, equipment, files, and printed materials
- Maintain the organization's general accounts and subscriptions including but not limited to the organization's website, database, and shared calendar as well as vendor and supplier accounts
- Act as a liaison to mail, delivery and courier services, building maintenance personnel, and utility and service providers to ensure a smooth operation of the office space
- Conduct basic troubleshooting of office technology and equipment and collaborate with third party assistance when necessary including computer software and hardware, phones and fax machine, printers and copier, internet equipment, video conferencing equipment, and the postage meter
- Provide superior email, phone, remote chat, and in-person customer service and reception in the office, at special events, and during the Festival.
- Assemble meeting, mailing, and project supplies, supervise mailings and volunteer projects, and facilitate the set-up and clean-up of meeting, mailing, and project locations
- Process, fulfill, and record ecommerce orders such as merchandise, gift certificates, membership orders, and special ticket orders as well as requests for donations and complimentary tickets
- Compose, edit, and proofread content for the CIFF website, including but not limited to FAQs and receipt/notification copy.
- Assist the Director of Operations with membership and seasonal staff onboarding and fulfillment
- Attend regular staff, Executive Committee, and Board meetings and take meeting minutes at said meetings
- Provide assistance and support to executive and seasonal staff as needed
- During the Festival, supervise Guest Services (the customer service hub of the Festival) including scheduling and managing the Guest Services staff team, assembling supplies, and setting up the space

Qualifications:

- High School Graduate or GED
- Minimum of one to three years' experience required in office management, administrative, or assistant experience strongly preferred
- Minimum of one to three years customer service and support experience strongly preferred
- Proficient with Microsoft Windows, Microsoft Office Suite, Microsoft Exchange/Office 365, Google Drive Applications, Adobe Acrobat, and Video Conferencing (Zoom, Google Meet) required
- Proficient with Apple iOS, POS (Point of Sale) software, PayPal, Stripe, Airtable, monday.com, Helpscout, and Salesforce CRM strongly preferred but not required

Knowledge, Skills, and Abilities:

- Knowledge of office management responsibilities, systems, and procedures
- Diplomacy and strong customer service orientation including a friendly, helpful, and welcoming disposition
- Impeccable communication and writing skills
- Strong organizational, planning, and problem-solving skills
- Attention to detail and a high level of accuracy
- Excellent time management skills and ability to multitask and prioritize
- Willingness to take instruction and to take initiative on one's own
- Flexibility and adaptability to manage stress and meet deadlines in a face-paced work environment
- Ability to coordinate and collaborate with diverse groups and staff teams

Working Conditions:

This position will require sitting and/or standing during working hours and may require the following:

- Balancing, bending, climbing, crouching, kneeling, and reaching
- Lifting, carrying, and moving work-related supplies/equipment
- Providing and operating your own vehicle and/or riding in a vehicle
- Traveling to meetings and work assignments in the Greater Cleveland Area
- Evening and weekend hours leading up to and during the Festival

Benefits:

- Health Insurance
- Disability Insurance
- Group Life Insurance
- 403 (B) Retirement Savings
- Paid Vacation, Sick Days, and Maternity Leave