

Customer Service Relations Analyst (12-month contract position)

This full-time position is partially funded by FedNor's Northern Ontario Development Program

Salary: \$33,000 – 35,000

Anticipated Start Date: Monday September 11, 2017

Work Hours: Monday to Friday, 9:00am to 5:00pm

Under the direction of the Executive Director and the Managing Director, the Customer Service Relations Analyst will work with new and existing data to identify audience and economic trends as they relate to Festival activities. The Customer Service Relations Analyst will also identify technological trends and tangible economic opportunities that will benefit the organization's role in the film industry and help create a stronger film economy in Northern Ontario. A strong background in communications and research will be required. Eligibility for the position will be prioritized based on: unemployed or underemployed youth (under the age of 30) who have graduated with a degree or diploma from a post secondary institution within the last three years, are legally entitled to work in Canada, and have not been previously employed under a FedNor Youth Internship funding agreement, or other federal or provincial internship with pay for a period of six (6) months or more.

Due to Cinéfest Sudbury International Film Festival's various event-related activities, the Customer Service Relations Analyst can expect to occasionally work unusual hours, mainly evenings and weekends.

Duties Include

- Conduct community outreach;
- Develop a high standard of service to the public;
- Develop new customer service protocols and processes;
- Develop strategies to enhance the capacity of the cultural sector's festivals and events to generate broad-based economic impacts;
- Work with our organization's point-of-sale system to make sure it is being used to its full potential by creating relationship modeling and configuration tools;
- Acquire and analyze geographical data, key audience interests, and growth opportunities;
- Assist with the development of strategies to grow investment and increased involvement in the arts and culture sectors;
- Special event planning;
- Duties as assigned.

Minimum Requirements

- University or college graduate who has graduated within the last three years from an accredited college or university. The candidate must be a graduate of a post-secondary degree or diploma program;
- The candidate must not have previously participated as a youth intern in FedNor's Northern Ontario Development Program or in any other federal or provincial internship program with pay for a period of six months or more;
- A strong background in communications and research;
- Excellent written and oral communication skills;
- Ability to work in a fast-paced, deadline-driven environment with exceptional attention to detail;

- Ability to speak and write in French will be considered an asset;
- Must be legally entitled to work in Canada;
- Preference will be given to Northern Ontario youth.

The deadline for interested applicants is Wednesday September 6, 2017 at 4:30 p.m.

Please submit all applications to: [cinifest@cinifest.com](mailto:cinefest@cinifest.com) or in person at the Cinéfest Sudbury Office at 40 Larch street, Unit 103, Sudbury, ON, P3E5M7

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