

AMERICAN FILM INSTITUTE

JOB DESCRIPTION

POSITION: Manager, Fellow Services & Support
DEPARTMENT: Office of Fellow Affairs, AFI Conservatory
LOCATION: Los Angeles Campus
COVID-19 PROTOCOL: AFI requires full vaccination against COVID-19 for all employees, subject to limited, legally required exceptions. Proof of vaccination, or documentation supporting an exception to this policy, will be required prior to employment

The American Film Institute is a nonprofit organization with a mandate to champion the moving image as an art form. Established in 1967, AFI launched the first comprehensive history of American film and sparked the movement for film preservation in the United States. In 1969, AFI opened the doors of the AFI Conservatory, a graduate-level program to train narrative filmmakers.

PRINCIPAL RESPONSIBILITIES:

The Manager, Fellow Services & Support supports the success of Fellows through individual support, counseling programming, and event programming. The Manager is responsible for programming and managing a number of Fellow-facing services and activities, as well as providing support and coordination for Fellow conduct violations and Accessibility Support Services.

PRINCIPAL DUTIES:

- Manage the Counseling program, including scheduling, billing, and advertising.
- Manage the health insurance program, including evaluating submitted information in light of AFI's policies, and following up with Fellows when needed.
- Meet with Fellows to assess their issues (academic, administrative, or personal) and refer Fellows to appropriate office for additional support.
- Liaise with other AFI Conservatory departments and individuals on behalf of Fellows to facilitate problem resolution.
- Understand, explain, and implement the Conservatory's policies, and potentially conducting disciplinary meetings with Fellows when necessary.
- Manage all aspects of orientation and student onboarding communication.

- Develop and execute The Office of Fellow Affairs (OFA) programs and events.
- Provide administrative support and coordination for Fellow Code of Conduct and Accessibility Support Services.
- Gather data and prepare reports assessing all programs; using data to make decisions.
- Develop, produce, and distribute marketing and communication around events, policies, and services to Fellows. Assist in the development of content and in maintenance of Fellow internal communication page, listservs, and newsletters.
- Contribute to improving upon efficient program management systems to ensure smooth operation and centralized documentation, filing and archiving.
- Contributes to marketing and communications, including social media and asset management, for individual programs; organize and execute departmental mailings in support of programmatic needs.
- Develop and manage department databases to track and support Fellows and their needs, events, and industry contacts; assist with research projects, data management and enrichment, reports, and special projects.
- Other duties as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree required; Master's degree in Higher Education preferred.
- Minimum three years of experience in Student Affairs administration, with at least one year advising and developing student programs. Combined experience/education as substitute for minimum education may be considered.
- Experience with federal laws that apply to higher education and student services, including FERPA, HIPAA, ADA and Title IX preferred.
- Demonstrated ability to understand and be well-versed in adult learning and student development theory and be able to apply these concepts to their practice and delivery of services.
- Knowledge of film and film production preferred but not required.
- Ability to be flexible and adaptable in the face of changing priorities and fluctuating workloads.
- Exceptionally detail-oriented with the proven ability to handle numerous tasks with appropriate follow-up and reporting activities without losing sight of the big picture.
- Ability to work independently while being an integral member of a high functioning, results-oriented team.

- Proven project management skills with the ability to take a project from conception through completion with minimal supervision.
- Excellent oral and written communication skills with the ability to convey complex concepts and procedures in simplistic terms.
- Strong time management, organizational and multi-tasking skills coupled with the ability to work independently with minimal supervision, as well as a member of a high functioning team.
- Strong diplomacy skills and consistent professionalism are mandatory; this includes ability to maintain complete confidentiality and discretion.
- Proficiency with Microsoft Word, Excel and PowerPoint in a MAC environment; experience with database systems a plus.
- Possess a positive and professional attitude.
- Personal integrity and the ability to inspire credibility, confidence, and trust.