

Friday, October 17, 2014

Servicing Associate (Global Attractions)

Company: IMG Artists
Location: New York, NY

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Overall Purpose/Description

IMG Artists, the global leader in arts management, seeks a Servicing Associate to work alongside our Global Attractions Division, providing a wide variety logistical services to performing artists as well as our roster of international companies touring North America in the areas of world music, jazz, dance, film-with-orchestra and attractions. The successful applicant will work directly with the Division's Artist Managers, Tour Manager, and Tour Associate as well as with the Senior Vice President/Global Head of the Attractions Division, providing client/project support. The Servicing Associate will work with a list of artists, servicing the logistical aspects of their performance engagements with responsibilities including, but not limited to: arranging travel and housing, issuing and processing contracts, preparing itineraries, applying for work visas, maintaining budgets, and organizing financial information. The Servicing Associate will also work with a variety of artists in the film-with-orchestra genre including conductors to help coordinate logistics, schedules, travel, etc. In addition, the Servicing Associate will assist in maintaining and updating marketing/press materials and websites while distributing materials to the booking staff, presenters and venues. This is an entry-level position.

Key Accountabilities

Build and maintain good relationships with a personal list of clients providing them with detailed itineraries for each engagement and providing a reliable service regarding all travel, accommodation and related matters.

Provide an immigration and visa advice service to the client list, preparing applications and obtaining additional supporting information from promoters and sponsors.

Create and monitor work permit applications. Liaising with appropriate embassies/consulates to facilitate visas for engagements worldwide as needed.

Update and maintain an accurate calendar for each artist in our database, providing an accurate and detailed itinerary for every engagement and liaising with Artist Managers, Management Associates, Sales Managers, orchestras and other promoters to ensure that all details (times, venues, hotels, internal transportation, flights, paperwork) are correct.

Maintain and regularly update artist files.

Authorise the purchase of travel & accommodation for clients and provide accurate information for rebilling their expenses.

Liaise with local and overseas travel agents, as well as resourcing best deals from internet sites.

Collaborate with other colleagues in the company, working to provide excellence in service.

Assist with ad-hoc project work and carry out any other duties relevant to the post as directed by the Global Head of Servicing.

Essential Criteria

Excellent organisational skills and meticulous attention to detail.

PA or travel agency experience (experience in booking travel arrangements and dealing with visas and work permits) preferably within the touring, dance, theatre or music industries.

Ability to meet agreed deadlines and consistently deliver high quality work while prioritising a heavy workload.

A quick learner who is able to digest and understand information in a timely manner.

Typing skills and computer literacy (Microsoft Word, Excel, Outlook) and the ability to learn new systems quickly.

Practical experience of keeping methodical systems and orderly records and files whilst always looking for opportunities to improve processes.

Ability to demonstrate initiative in problem-solving and offering solutions.

Excellent interpersonal and communication skills in writing, on the phone and in person – especially with artists and presenters.

A positive attitude with an enthusiastic approach to work.

Interest in and ability to work with a variety of artists and artistic temperaments.

Highly motivated, adaptable and efficient.

The ability to always remaining calm under pressure and collaborate with others as part of a team.

Willingness to attend performances.

Bachelor's degree or equivalent.

Desirable

Languages, written and verbal, in addition to English are highly desirable.

Experience in working with arts organizations and/or arts management companies is preferred.

This is a full-time position with an excellent benefits package and a competitive salary. Prospective candidates should send a resume and cover letter to artistsny@imgartists.com. IMG Artists is an Equal Opportunity Employer.

IMG Artists
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www.imgartists.com

For more information:
ArtistsNY
artistsny@imgartists.com

[< back](#)

[previous listing](#) • [next listing](#)