



## **Ticketing Manager**

2015 Los Angeles Film Festival (LAFF) – **JUNE 10-18, 2015**

Reports to: Senior Operations Manager, LAFF

SEASONAL: February 2 – July 31, 2015 (26 weeks)

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The Ticketing Manager is tasked with thoughtfully establishing and implementing best-practice ticketing and pass sales principals in order to deliver a first-class film festival customer experience while managing all ticket and pass sales prior to and during the Los Angeles Film Festival (LAFF), June 10 - June 18, 2015. The Ticketing Manager reports to the LAFF Senior Operations Manager.

### **Duties**

- Work with Sr. Ops. Mgr. to establish and implement Festival protocols and procedures surrounding ticket and pass sales structures
- Train on Festival ticketing system; set up all ticket, pass and package tiers in ticket system
- Manage ticket and pass inventory
- Place complimentary holds into ticketing system prior to on-sale dates; monitor comp holds prior to and during Festival dates
- Manage bank cash deposits, credit card transactions and end of day sales receipts
- Manage and distribute all sales reports
- Collaborate with Box Office Manager and Sr. Ops. Mgr. to staff LAFF Box Office department and train Theater Management staff on scanning of tickets and passes
- With Box Office Manager, train Box Office staff on phone and walk-up sales
- Oversee Internal Ticketing staff regarding printing and management of all Film Independent (FIND) and LAFF departmental comp ticket and pass requests, including pre-sales
- Collaborate with Festival partner AEG in establishing and following through with overall marketing/sales strategy
- Work closely with FIND Marketing department on implementing LAFF mobile app and managing ticketing portion of LAFF web site
- Work with FIND Corporate Sponsorship department to clear all sponsor logos on tickets, passes and web site
- Work with Publications & Events Producer to make sure that film or event descriptions and publicity stills are uploaded to ticketing system
- Run and manage all gala will calls and gala reserved seating, working closely with Box Office Manager and Director of Event Production
- Maintain film updates and cancelations in ticketing system
- Order all pass and ticket supplies
- Troubleshoot all sales-related concerns, including web site, on-site purchase, physical redemption and staffing issues

- Order, program and distribute ticket scanner equipment
- Submit detailed wrap and final reports prior to last day of service
- Other duties, as assigned

**Qualifications/Requirements**

- Two years or more of festival ticketing management experience (or other public events)
- Attendance at all required Festival meetings
- Competency in both PC (80%) and Mac (20%) environments
- Ability to work with Festival sponsors a must
- Remote workdays not applicable for this position
- Hard working team player with initiative that can work with minimal supervision
- Supervisory experience with history of direct reports
- Strong organizational skills
- Effective communication skills
- Experience with FileMaker Pro, Microsoft Excel and Microsoft Word strongly preferred

To apply, please email your resume and qualifications to **[jobs@filmindependent.org](mailto:jobs@filmindependent.org)**.