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Box Office Manager

2018 LA Film Festival

Reports to: Festival Ticketing Manager

SEASONAL: June 25– October 12, 2018 (16 weeks)

The Box Office Manager is responsible for the coordination of the Phone Room, the on-site Ticket Center, and managing all public ticket and pass logistics during the LA Film Festival. The Manager is responsible for the training and supervision of Box Office staff, including those working on phones, in the Ticket Center, and off-district Festival venues. The Manager will work closely with the Ticketing and Theatre Managers to coordinate logistics for crowd control, public information, etc. on-site. The Manager will also oversee the Ticketing Department's interns.

The Box Office Manager is primarily tasked with thoughtfully implementing best-practice customer service principles that deliver a first-class film festival customer experience. The Box Office Manager reports to the Festival Ticketing Manager.

DUTIES

- Learn the Festival's ticketing system and be able to trouble-shoot problems on behalf of individual pass and ticket buyers.
- Implement systems that provide a positive guest experience.
- Attend regular meetings with individual departments as well as the weekly Festival staff meetings.
- Hours are generally 10am – 6pm. The position requires long work hours in September.
- The Manager spends the first few weeks working as the primary phone sales/renewal agent in order to learn ticketing system, policies, etc.
- Must be adept at all aspects of the Festival's ticketing system and be able to trouble-shoot problems and train other staff members.
- Work closely with FIND Marketing department on implementing LAFF mobile app
- Sign-off on badge and website copy regarding pass benefits.
- Train box office assistants and coordinators in ticketing, phone procedures, reporting, among other duties.
- Train ticketing sales staff to use AudienceView for phone and walk-up sales.
- Create the Festival work schedule for ticketing agents, rush line, and interns

- Work with Theatre Operations to coordinate Festival information sheets to update Festival staff on Programming/Ticketing changes daily.
- With Ticketing Manager, maintain film updates and cancelations in ticketing system
- Submit detailed wrap report to Director of Operations, LA Film Festival prior to last day of service.
- Other duties, as assigned.

QUALIFICATIONS/REQUIREMENTS

- A minimum of three years experience in ticketing and box office operations.
- A minimum of three years of leadership experience.
- Exceptional customer service skills and ability to train others.
- Strong communication skills, both written and verbal.
- Strong attention to detail.
- Willingness to be creative and resourceful with limited resources.
- Ability to be diplomatic and actively listen in order to balance the demands of the Festival staff, Festival audience members and the venue staff.
- Ability to work well with other team members, all personalities at various levels.
- Experience with AudienceView ticketing systems a plus.
- Must possess a high level of initiative and flexibility.
- Hard working team player with initiative that can work with minimal supervision.
- Experience with film festivals and/or other public events required.
- Experience with Microsoft Excel and Microsoft Word strongly preferred.

Applicants should send a resume and cover letter to jobs@filmindependent.org.