

BOX OFFICE ASSISTANT

Reports to: Box Office Manager, Internal Ticketing Coordinators

Seasonal, non-exempt

July 16th – October 5 (13 weeks)

The Festival Box Office Assistant will provide administrative support to the Ticketing Management Team. Prior to the Festival, this role will support the Internal Ticketing Coordinators with pass and ticket fulfillment, help guests via email or phone, complete daily reports, and make updates to the app and website. During the Festival, this role will continue to support administratively at the Film Independent office.

FESTIVAL DUTIES

- Learn the Festival’s ticketing system and policies to successfully trouble-shoot problems on behalf of individual pass and ticket buyers
- Sell individual tickets and festival passes, Film Independent memberships, and other Festival merchandise over the phone before and during the Festival
- Answer emails in a timely and professional manner before and during the Festival
- Provide information regarding ticket and pass sales and policies, as well as answering questions about the Festival at large
- Assist with ticket and pass fulfillment by preparing passes and tickets for mail or Will Call pick-up
- Assist at venue Box Offices as needed
- Help transport materials, passes, tickets and merchandise to all venue Box Offices
- Compile daily Box Office reports for the Ticketing and Box Office Managers before, during and after the Festival
- Submit detailed wrap and final reports prior to last day of service
- Hours are generally 10am – 6pm. Position requires long hours during the Festival
- Other duties, as assigned

QUALIFICATIONS/REQUIREMENTS:

- A minimum of one-year experience in sales or customer service
- Experience with film festivals and/or other events preferred
- Exceptional customer service skills with the ability to communicate in an efficient and courteous manner
- Strong organizational skills
- Experience with Microsoft Excel and Microsoft Word strongly preferred
- Possession of retail/cash handling skills
- Strong attention to detail and ability to multitask
- Ability to work well with other team members, all personalities at various levels

To apply, send your cover letter and resume to jobs@filmindependent.org with “Box Office Assistant” in the subject. No phone calls or direct emails please.