



## **Box Office Assistant (FOH)**

***Reports to: Box Office Manager, Box Office Coordinator***

Seasonal, non-exempt

September 3 – October 5 (5 weeks); 5 positions

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Prior to the Festival, the Box Office Assistant (BOA) will assist the Box Office Coordinators with setting up venue Box Offices. The BOA will assist in training ticket agents and help troubleshoot issues with ticket purchases, redemption, and equipment. BOA's will coordinate the Rush Lines and assist with executing the Festival merchandise table. Help with end of shift cash outs and reports.

### **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
- Provide information regarding ticket sales and policies, as well as answering questions about the Festival at large
- Assist Box Office Coordinator with preparing and organizing supplies and equipment for venue Box Office
- Assist Box Office Coordinator with venue Box Office set up and breakdown
- Assist with the distribution of Festival passes and individual ticket orders
- Work special event and Will Call tables
- On site, provide assistance to the Ticket Agents, answering queries and completing exchanges
- Organize venue Rush Lines and, working with the Theatre Managers, sell tickets to those waiting in the Rush Line
- Help set up and display Festival merchandise in a professional and aesthetically pleasing manner
- Assist with miscellaneous Box Office projects as directed
- Work with fellow team members to submit nightly reports to the Ticketing and Box Office Managers
- Work with the Box Office Coordinators to complete Ticketing Agent shift close outs and balance tills
- Submit detailed wrap and final reports prior to last day of service
- Attend weekly Festival staff meetings
- 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

**To apply, send your cover letter and resume to [jobs@filmindpendent.org](mailto:jobs@filmindpendent.org) with "Box Office Assistant" in the subject. No phone calls or direct emails please.**