

Box Office Coordinator

Reports to: Box Office Manager

Seasonal, non-exempt

August 20 – October 12 (8 weeks); 6 positions

Prior to the Festival, the Box Office Coordinator (BOC) will become familiar with the Festival ticketing system, learn how to sell tickets and troubleshoot equipment issues. The BOC will be responsible for organizing and requesting equipment and supplies with the Production Manager for their assigned venue Box Office. During the Festival, the BOC will ensure proper Box Office procedures are followed through a fully trained staff of ticketing agents. They will offer superior, informed, individualized customer service to the Festival guests.

DUTIES

- Learn the Festival's ticketing system and policies to successfully trouble-shoot problems on behalf of individual pass and ticket buyers
- Coordinate material and equipment needs with the Production Manager and help to make sure all supplies get efficiently delivered to the proper venue Box Office
- Set-up assigned venue Box Office and ensure all equipment is functional. Coordinate all issues with the Production Manager
- Work with Venue Manager set up of Box Office, Priority, General Admission, and Rush Lines for proper and efficient execution
- Train all ticket agents to sell tickets, passes, Film Independent Memberships, and merchandise and to provide excellent customer service
- Provide information regarding ticket sales and policies, as well as answering questions about the Festival at large
- Provide excellent guest service throughout the Festival and ensure that Ticking Agents, Interns, and Volunteers are executing the same level of service
- Ensure the box office is clean, free of clutter and presentable to our guests
- Working with the Merchandise Coordinator, help oversee the sale and presentation of all Festival and Film Independent merchandise
- Handle end of day reconciliation of Ticket Agents
- Assist with daily Box Office Reports
- 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 in September
- Other duties, as assigned

QUALIFICATIONS/REQUIREMENTS:

- A minimum of one year of leadership experience
- 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 Coordinator" in the subject. No phone calls or direct emails please.