



JOB POSTING

BOX OFFICE COORDINATOR

Employment Type: Fixed Term Contract

Start Date: Starts July 16, 2018; ends October 15, 2018

Hours: Varying throughout contract. Estimated average of 12 hours per week in July; 12 hours per week in August; full time in the first half of September, and full time and above during the festival (September 19 - 30), which includes long days, evenings and weekends on-site; concluding with 10 hours per week for the remainder of the contract. Involves evenings and weekends, especially during the festival.

Reporting to: Ticketing Manager

Supervising: N/A

Salary/fee: \$6,225 flat for the contract

The Calgary International Film Festival's Mission

To entertain and engage audiences by curating the most innovative and compelling films, and creating remarkable festival experiences.

The festival is a 12-day showcase of up to 200 multi-genre films from Canada and over 40 other countries, hosting gala events, screenings, award ceremonies and special presentations. Additionally, the festival co-presents other programs, such as Doc Soup, throughout the year.

Role

The Box Office Coordinator coordinates front-line box office operations and any other on-site sales at the festival's main venues (Eau Claire & Globe Cinema), ensuring the highest level of customer service – welcoming, informed and efficient – and impeccable sales procedures and reporting.

Responsibilities include:

Box Office management and ticketing platform

- Assist in the building and testing of all ticketed events in the festival's box office system in advance of the public on-sale
- Support the testing of box office equipment, as requested
- Coordinate the setup of the Festival Box Office, and venue box offices, in collaboration with the Logistics Coordinator (both load-in and load-out)
- Ensure both venue box offices (Eau Claire and Globe Cinema) are running smoothly

Staff management

- Support the creation of training materials for the box office staff
- Support the recruitment of cashiers and cashier supervisors, as requested
- Participate in the training of box office staff
- Oversee box office staff during the festival
- Communicate schedule details to cashiers and cashier supervisors, as provided by the Ticketing Manager, and discuss changes as necessary
- Revise staffing deployments according to patron volume (phone, email, and in-person) and make changes as appropriate to meet demands, in consultation with the Ticketing Manager
- Review and approve box office staff time sheets, and submit to Ticketing Manager for sign off

Finance

- Requisition all necessary cash floats from the Finance Department in a timely fashion in advance of the festival
- Manage all financial tracking of cash floats throughout the festival, and monitor cash-on-hand for all locations accordingly
- Coordinate with the Finance Department regarding regular bank deposits and float resets
- Ensure that cash outs occur at each location at regular, pre-determined intervals throughout the day and end-of-day, and review and verify that all cash outs are complete, accurate and reconcile with reported sales
- Submit end-of-day events reports to the Finance & HR Director, as appropriate

General

- Acquire deep knowledge of the festival's programming, events, venues, ticketing products and box office policies, so as to provide excellent and informed customer service; and ensure that all box office staff also become fully knowledgeable in these areas
- Work on-site at festival box office during the festival
- Ensure that all box-office inquiries (whether over the phone, by e-mail and/or in person) are responded to in a timely manner, with outstanding customer service
- Ensure that all direct-to-patron ticket sales, pass holder admissions and sales transactions – cash, debit or credit card – are accurately tracked and reported, following the festival's established box office/sales reporting system
- Train and oversee box office volunteers
- Attend all post-mortem sessions as scheduled by the Ticketing Manager
- Provide detailed post mortem notes and archived files (hard and electronic) relevant to the position and the work accomplished following the Festival

Qualifications:

- Outstanding collaborator and team player
- Experience with electronic ticketing systems, sales databases and/or box office sales. Experience at festivals/events/theatres, etc. is an asset
- Experience managing front-line sales in a busy, fast-paced environment
- Outstanding leadership ability
- Exceptional customer service skills
- Experience recruiting, training, scheduling and supervising staff and/or volunteers
- Exceptional skill and experience at handling and managing cash, reconciling cash outs and sales/front-line reporting
- Strong sense of professionalism and attention to detail
- Excellent reasoning, decision making and problem solving skills
- Exceptional communication skills, both verbal and written
- Reliable, hardworking and resourceful
- Quick learner
- Ability to handle difficult situations with aplomb and grace
- Strong time management skills, the ability to manage multiple priorities concurrently, and the ability to work under, and meet, tight timelines
- Ability to track and work within budget
- Proficiency in standard Office software applications
- Adaptable to a flexible work schedule, including some evenings and weekends

To Apply

Email a resume and cover letter **in a single document** to hr@calgaryfilm.com by **Sunday, June 10, 2018**. Please use "Box Office Coordinator" as the email subject line. We thank everyone who applies for their interest, but only applicants selected for an interview will be contacted. No phone calls, please.