



JOB POSTING

CASHIER

Employment Type: Fixed Term Contract

Start Date: Starts August 16, 2018; ends September 30, 2018

Hours: Varying as schedule. Evenings and weekends required, especially during the festival (September 19 - 30, 2018)

Reporting to: Box Office Coordinator

Supervising: N/A

Salary/fee: \$14.50 per hour

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

Cashiers conduct ticket sales transactions and provide festival information to customers, ensuring outstanding customer service and secure handling of cash and tickets.

Responsibilities include:

- Be knowledgeable about the festival's programming, special events, venues, ticketing products and Admissions Policy
- Understand the festival's ticketing system and box office equipment
- Field questions about festival programming, provide directions, answer customer inquiries by phone and email, and inform guests about prices and policies
- Provide friendly, helpful and prompt customer service
- Complete ticket purchase transactions by:
 - Greeting each customer
 - Identifying the requested ticketing transaction
 - Completing the transaction (e.g. pass pickup, pass/coupon redemption, credit/debit card transaction, collecting cash and making accurate change)
 - Thanking the customer
- Answer questions from customers and resolving any concerns, or bring the concern directly to the attention of the Venue Coordinator and/or the Cashier Supervisor, Box Office Coordinator or Ticketing Manager for resolution
- Ensure the security of all box office cash and tickets
- Count and maintain a float
- Provide accurate counts and reports as required
- Complete accurate cash outs, and submit to Cashier Supervisor(s) for review
- Keep the box office clean and well organized
- Review supplies on a daily basis, and re-stock as necessary and/or notify the Box Office Coordinator to order materials accordingly
- Perform daily box office maintenance duties and completing various reports as needed

Qualifications:

- Ability to collaborate and work well in a team environment
- Outstanding customer service skills
- Strong verbal communication skills, including comfortable communication with customers, supervisors, peers, sponsors, VIPs, etc.
- Experience with electronic ticketing and/or front line sales systems
- Good math and cash handling skills
- Strong sense of professionalism and attention to detail
- Excellent reasoning, decision making and problem solving
- Reliable, hardworking and resourceful
- Availability to work daytimes, evenings and weekends

To Apply

Email a resume and cover letter **in a single document** to hr@calgaryfilm.com by **Thursday, July 12, 2018**. Please use "Cashier" 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.