



# JOB POSTING

## CASHIER

**Employment Type:** Fixed Term Contract

**Start Date:** Starts August 16, 2019; ends September 30, 2019

**Hours:** Varying as schedule. Evenings and weekends required, especially during the festival (September 18-30, 2019)

**Reporting to:** Box Office Coordinator

**Supervising:** N/A

**Salary/fee:** \$15.60 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](mailto:hr@calgaryfilm.com) **no later than 4:00 pm, Monday, July 29, 2019**. 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.