

FESTIVAL BOX OFFICER Job Description 2019

SIFF's mission is to create experiences that bring people together to discover extraordinary films from around the world. It is through the art of cinema that we foster a community that is more informed, aware, and alive.

OVERVIEW AND IMPACT:

Festival Box Officers provide every customer with a top-notch experience over the phone, via electronic communication, and in person. Reporting to the Festival Box Office Manager, Officers are responsible for festival ticket and pass sales, will call distribution, voucher redemption and accurate information of program logistics

REPORTING RELATIONSHIP

- Box Office and Customer Service Manager

PRIMARY DUTIES & RESPONSIBILITIES:

- Provide excellent customer service and professional courtesy to internal and external customers
- Sell tickets, gift certificates, memberships and passes
- Open/Close box office
- Communicate facilities issues and customer concerns to the leadership team
- Answer the phone in a courteous and professional manner
- Keep current on SIFF programming
- Other duties as assigned

QUALIFICATIONS:

- Superior customer service skills
- Excellent cash handling skills
- Ability to multitask and think on your feet
- High comfort level with computers and POS systems
- Enjoy working in a face-paced, customer focused environment
- Self-motivated as well as an excellent team-player
- Ability to work a flexible schedule consisting of nights, weekends and holidays
- Strong communication skills
- Passion for film a plus

DATES OF EMPLOYMENT:

There are two different start dates. The majority of the positions to be hired will have the May 15th start date.

- April 30 – June 10, 2019
- May 15 – June 10, 2019

TO APPLY:

Email letter of interest and resume to siffjobs@siff.net indicating **Festival Box Officer**

SIFF is an equal opportunity employer. We seek to hire candidates that reflect the cultural diversity of our community. We welcome and encourage qualified candidates from all national, religious, racial and ethnic backgrounds, from all gender expressions and sexual identities, and from persons living with disabilities, to apply to become a part of our organization.