

Inside Out

INSIDE OUT TORONTO LGBT FILM FESTIVAL JOB OPPORTUNITY FESTIVAL BOX OFFICE MANAGER (Term Contract)

Inside Out, presenter of the annual Toronto LGBT Film Festival, is seeking an experienced Festival Box Office Manager to manage all elements of festival ticketing services at the 2019 Inside Out Toronto LGBT Film Festival. Reporting to the Festival Operations Manager and the Executive Director, the successful applicant will be a motivated self-starter with relevant festival or event experience.

Responsibilities will include:

- Gaining proficiency in the festival's ticketing system, and training other staff and volunteers on the system
- Acting as primary point of contact for ticketing system representatives and venue staff regarding all elements related to festival ticketing and customer service
- Acting as front-line customer service to patrons and members in advance of the festival, fielding communications through a number of methods including email, phone, and in person
- Creating box office staff and volunteer schedule, and ensuring all shifts are sufficiently filled
- Working closely with all departments to ensure accurate information on all events is programmed into the system, under firm deadlines
- Working closely with the Development department to ensure the integration of all Membership data with the ticketing system, under firm deadlines
- Working closely with the Operations Manager and Guest Relations Department to ensure that the Guest, Staff, and Industry accreditation process aligns with the ticketing process and all requests for tickets are fulfilled in a timely manner
- Coordinating the physical set-ups of on-site box offices at Inside Out events and venues, including equipment and technology requisitions
- Providing ongoing support and troubleshooting to Box Office staff and volunteers throughout the festival, while delivering top-quality customer service to patrons
- Working with Programming department to ensure all changes, cancellations or program updates are integrated into the ticketing system and communicated to patrons
- Working with all relevant departments and ticketing system representatives to manage promotional and discount codes where applicable
- Supporting the Sponsorship team in the ticketing deliverables for festival partners
- Maintaining a presence at venues during the festival to ensure that issues are being handled appropriately
- Sharing sales and attendance reports with senior staff on an ongoing basis
- With the Festival Operations Manager, developing documentation on ticketing processes to be utilized for current and future years
- Providing detailed post mortem notes and archived files (hard and electronic) relevant to the position and the work accomplished following the festival
- Providing a detailed final report following the festival

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Required Skills and Experience:

- 2-3 years previous experience working in a similar role at a Film Festival or large scale, multi-day event
- Proficiency with ticketing software and other databases (Inside Out is a Mac environment)
- Excellent communication skills and exceptional customer service expertise
- Previous experience training and managing staff and volunteers at a comparable event
- Proficiency in a Mac environment, database experience strongly preferred
- Strong organizational skills with superb attention to detail
- Ability to work under pressure and meet tight deadlines in a fast-paced environment, communicating effectively with multiple stakeholders simultaneously
- Ability to work independently and to collaborate effectively with other staff
- High level of familiarity with our primary stakeholder groups, the film industry and LGBTQ2S+ communities



CONTRACT DURATION: 12 weeks, beginning March 14, 2019

Please note that the first 6 weeks will be part-time hours (20 hours/wk.) and the remaining 6 weeks will be full-time hours (37.5 hours/wk.)

COMPENSATION: Full time weeks: \$775/wk., less standard deductions
Part time weeks - \$387.50/wk., less standard deductions

DEADLINE FOR APPLICATIONS: 5:00 PM EST, FRIDAY, FEBRUARY 22, 2019

Interested candidates should send a resume and cover letter as one PDF document, indicating where you saw the posting, to: **inside@insideout.ca**
Please put **"Festival Box Office Manager"** in the subject line of the email.

Inside Out thanks everyone in advance for their interest. Only those selected for an interview will be contacted. No phone calls please.

Inside Out is committed to access and equity, which includes a commitment to diversity and inclusion among its staff, board and other volunteers. We encourage individuals who reflect the broad diversity of the LGBTQ2S+ communities that we work with to apply.

