

BOX OFFICE TICKET ATTENDANT

DOXA Documentary Film Festival, produced by The Documentary Media Society, is a community-oriented arts organization that premieres Canadian and international documentaries to Vancouver audiences during an annual 11-day festival, along with year-round programming. We are seeking a dynamic individual who is interested in working in a busy, energetic, film-loving environment to fill the position of Ticket Attendant. All applicants must have excellent computer (preferably Mac) skills and the ability to work independently within a team setting.

Contract: April 30th - May 14th, 2023

JOB DESCRIPTION:

Seeking a creative and enthusiastic individual to join the Front of House Management team. Reporting directly to the Box Office Coordinator, the Box Office Ticket Attendant will track sales through manual systems or computer software applications and reconcile tickets sold against revenue for film screenings on a daily basis. Troubleshooting and dealing with ticket issues as they arise in a calm and respectful manner is key.

Responsibilities include but are not limited to:

- Welcome customers as they approach the ticket counter and inquire into their film preferences.
- Provide information on films running and show timings along with ticket availability.
- Provide customers with information on membership and age-appropriateness of their desired film and ensure that identification is properly conducted for non rated films.
- Calculate the amount of cash owed against the number of tickets bought.
- Accept credit card/debit and cash payments for sold tickets and tender change.
- Provide customers with any pertinent information regarding their chosen film or an upcoming one that might be of interest to them.
- Work in a fast manner to ensure that customer queues are served quickly.
- Batch print will call tickets for screenings, and assist Front of House volunteers for scanning.
- Reconciling cash and credit sales and ensuring that any discrepancies or problems are resolved before the end of the shift.
- Ability to work independently and in a team environment.

Successful applicants will have or acquire in the position:

- Familiarity with automated ticket systems familiar with Eventive an asset (training provided to successful applicants).
- Outstanding customer service/sales experience, hyper organized and meticulous.
- Excellent computer skills: software applications such as Word, Excel, and electronic databases.
- Able to do long calculations and a knack for complicated memorization.
- A high degree of personal responsibility and integrity is required.
- Exude a positive personality and eagerness to help people.
- Superior detail orientation and organizational skills.
- Available to work weekends and evenings with a flexible schedule.
- Demonstrate appropriate problem solving capabilities, leadership qualities and initiative when required.
- Experience with multi-event ticketing operations is favorable.
- Superior written and oral communication skills, attentive listener.
- Ability to listen to concerns and resolve problems creatively.
- Able to adapt to change in a fast-paced work environment and to learn new skills quickly.
- Prior experience handling cash and balancing a till.
- Interest in documentary film and working within a team.

Do you possess a passion for the arts and a knack for working with the public? If the answer is yes, and you thrive in a flexible and creative environment, we want to hear from you! We strongly encourage applicants with lived experience, from Indigenous communities, people of all races, ethnic origins, religions, abilities, sexual orientations and genders to apply.

HOW TO APPLY:

Please submit a cover letter and resume, including references, by March 24, 2023 to hr@doxafestival.ca, attn: Gina Garenkooper, Volunteer Services and Operations Director.

REMUNERATION: \$20.52/hour

