

Box Office Coordinator
2009 Mill Valley Film Festival
Seasonal Position
Reports to Systems and Operations Manager

Part Time August 17 – September 4, 2009 (3 days per week)

Full Time September 8 – October 23, 2009

Summary: This position will coordinate all box office and ticketing needs and act as main liaison between MVFF staff and contracted ticketing staff.

Essential Duties and Responsibilities:

- Oversee all aspects of box office and ticketing, working closely with contracted ticketing company (box office staff & systems)
- Assist Systems and Operations Manager with pre-festival data input into ticketing system
- Proof and copy-edit all ticketing information on festival website and festival publications, marketing collateral, and signage
- Organize and train all box office staff on festival policies and procedures
- Maintain detailed schedules for all box office staff and volunteers at all festival venues, including but not limited to the Christopher B. Smith Rafael Film Center, CinéArts@Sequoia, 142 Throckmorton Theatre, and the Century Cinema
- Supply box office staff with all necessary equipment and paperwork daily
- Create detailed schedule and sign-up sheets for box office volunteers, working closely with Volunteer Coordinator
- Attend Volunteer sign-ups and orientation
- Schedule and lead orientations and training sessions for box office staff and volunteers
- Assist Systems and Operations Manager and Theatre/Venue Operations Coordinator in set-up and strike of Box Office locations
- Act as primary “eyes and ears” for Festival on functionality and ease-of-use for technical aspects and public side of ticketing website
- Act as primary customer service representative on behalf of Festival for all ticketing questions from public
- Assist Box Office staff with ticket transfers between venues
- Assist Development, Programming and Guest Services departments with “marked” tickets designating reserved seating
- Assist Operations staff and ticketing staff with all in-house ticket, comp and voucher printing pre-festival and during the festival
- Present daily box office reports to Festival Managing Director and Finance Manager
- In conjunction with Finance Manager, ensure timely and accurate cash and credit card closeout for all nightly and weekly deposits and ticket income

- Submit a detailed Wrap Report and participate in post-festival wrap meetings and exit interview
- Other duties as assigned

Required Skills/Experience

- At least 1-2 years experience in Box Office Management
- Strong people-person
- Superb organizational and administrative skills
- Strong Computer skills, with thorough knowledge of Word, Excel and FileMaker Pro.
- Grace under pressure; can-do attitude.
- Strong managerial and leadership skills. Proven skill with driving deadlines
- Excellent customer service
- Ability to manage time effectively and bring projects to completion despite conflicting deadlines
- Must have valid driver's license and reliable transportation (car) for local travel as required.
- Must be able to lift 50+ pounds

Hours: As needed to accomplish designated workload. Nights and weekends as necessary

Festival Dates October 8-18 will include working weekends and nights as well.

Compensation:

This is a paid seasonal position

How to apply:

Please send cover letter and resume to Jack Roush, Systems and Operations Manager, at jroush@cafilm.org.

No phone calls please.