

**POSITION DESCRIPTION**

**Position Title                SFF Box Office Staff Casual**

SFF Box Office Staff Casual staff will ensure the delivery of excellent customer service at Festival venues throughout the 2021 Sydney Film Festival. The successful applicant will enjoy working in a busy environment and be able to juggle multiple tasks concurrently. The Box Office Staff will be casually employed to sell tickets at the State Theatre, Event Cinemas George Street, Dendy Newtown, Randwick Ritz, and Hayden Orpheum Cremorne, as well as the call centre located at our head office at The Rocks. They will be the face of the 2021 Sydney Film Festival. Key responsibilities include selling tickets, providing superior customer service and balancing of daily takings at end of shift.

**KEY RESPONSIBILITIES**

* Providing a superior standard of customer service at all times
* Assist with the sale of Flexipasses and single ticket sales
* Cash handling and balancing of floats at the end of shift
* Uploading of data on to scanners
* Other duties as required
* Phone bookings

**KEY SELECTION CRITERIA**

 **Essential**

* At least one year of ticket sales experience
* Experience of online ticketing systems preferred; Ferve ideal
* Excellent cash handling skills and ability to balance off box office at the end of the each shift.
* Exceptional attention to detail, with excellent written and verbal communication skills
* Proven experience in a customer service focused role
* Must be available for both weekends during the festival and have ample availability.
* Previous experience within a major event or festival, which offered a wide range of ticket and booking options an advantage
* Experience working in an organisation which offers subscription and multi-ticket purchase platforms, as well as a large volume of single tickets an advantage
* Proven ability to work in a high-pressured environment, with competing priorities, stakeholders and deadlines

**Desirable**

* Previous experience working in events in the arts or a cultural organisation
* An interest in film and the film industry

**CORE COMPETENCIES**

**Team Focus**: Is committed and skilled at working with and assisting others to achieve positive outcomes

**Flexible**: Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities

**Self Starting**: Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision

**Interpersonal**: Skilled at building rapport, understanding others needs and developing effective working relationships