

# SYDNEY FILM FESTIVAL

## POSITION DESCRIPTION

<b>Position Title</b>	Box Office Staff Casual
<b>Reporting to</b>	Ticketing Coordinator & Ticketing System Administrator
<b>Pay Rate</b>	\$32.50 per hour – Cinema Worker Level 2
<b>Contract Date</b>	From 30 May – 16 June 2024

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world. Each year the Festival brings the best new local and international films audiences in Sydney. As well premiere features from over 60 countries, SFF screens short films, Australian films, documentaries and archive titles. The festival hosts a number of awards to recognize excellence in filmmaking, including the Official Competition, Dendy Awards for Australian Short Films, (which are Academy Award eligible) and Documentary Australia Foundation Documentary Prize.

### OVERVIEW OF THE POSITION

The Box Office Staff Casual will ensure the delivery of excellent customer service at Festival venues throughout the 2024 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, Palace Cinemas, Dendy Newtown, Randwick Ritz, Hayden Orpheum Cremorne, the Art Gallery of NSW as well as the call centre located at our head office at The Rocks. They will be the face of the 2024 Sydney Film Festival. Key responsibilities include selling tickets, providing superior customer service, and communication customer feedback to the Ticketing Management team.

Box Office Casuals will be required for a variety of day & evening shifts over the key festival dates, and must be available to work both weekends.

### KEY RESPONSIBILITIES

- Providing a superior standard of customer service through phone sales & box office
- Have a keen understanding of the program offerings including sessions & events
- Assist with the sale of tickets and exchanges.
- Uploading of data on to scanners
- Other duties as required.

### KEY SELECTION CRITERIA

#### Essential

- Ticket sales experience, or similar experience in a retail position
- Proven experience in a customer service focused role.
- Exceptional attention to detail, with excellent written and verbal communication skills.
- Previous experience within a major event or festival, which offered a wide range of ticket and booking options, such as subscriptions, multi event tickets and exchanges
- Must be available for both weekends during the Festival and have ample availability.

#### Desirable

- Experience with Ferve ticketing system.
- An interest in film and the film industry.
- Previous experience working in events in the arts or a cultural organisation.

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## 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.