



# Minneapolis St Paul International Film Festival

SEASONAL STAFF

MINNEAPOLIS ST. PAUL INTERNATIONAL FILM FESTIVAL

## **BOX OFFICE LEAD**

The Film Society of Minneapolis St. Paul seeks well organized individuals to work as Box Office Leads for the 39th Minneapolis St. Paul International Film Festival, April 9-25, 2020. Box Office Leads manage Box Office staff and facilitate the sale of tickets, passes, memberships and merchandise to audiences.

This is a seasonal position that begins April 9 and ends April 25, with at least one mandatory pre-festival training session. Box Office Leads are expected to have broad flexibility during the festival and must be able to work mornings, evenings and weekends.

### **Duties and Responsibilities**

- Serve the general public by selling event related tickets, passes, concessions and memberships.
- Operate a cash register and/or credit card equipment.
- Lead the Box Office team on your shift – be the most knowledgeable resource on staff, able to answer ticketing questions and troubleshoot ticketing system issues for your team if they arise.
- Maintain stock of small bills in cash drawer, blank ticket stock, membership materials, and marketing materials.
- Send box office staff on break at appropriate times.
- Greet customers in a friendly manner and provide a top-tier customer experience.
- Distribute literature to patrons and answer questions about shows and events.
- Assist with opening or closing of the Box Office each day.
- Be informed about festival events, daily screenings, and schedule changes.
- Attend pre-festival training sessions.

### **Qualifications**

- Enthusiasm for our festival
- Possess good analytical, interpersonal and customer service skills.
- Work well in a team, and also be a team leader.
- Ability to function in high-traffic situations while maintaining a calm, professional manner.
- Must be able to stand for extended periods of time and lift 40 lbs.
- Experience with event ticketing software strongly suggested.
- Commitment to providing a top-tier experience for all patrons.

### **Salary & Benefits**

This is a paid hourly position. The Box Office Lead will receive a Staff Pass that provides entry to films in the festival.