



## Employment Opportunity: Box Office Venue Lead (1 opening)

imagineNATIVE is an Indigenous charitable organization committed to greater understanding of Indigenous peoples, cultures, and arts and to the development and promotion of Indigenous media artists and their work. This is an amazing opportunity to be part of one of Canada's most successful arts organizations and one of the leaders in Toronto's vibrant independent film festival scene. The role will offer a high profile in the arts and Indigenous communities in Canada and internationally.

### Box Office Venue Lead- Job Description

Fixed-term Contract  
Immediately - Nov 18th- 35 hrs/wk  
**Deadline:** Open until filled  
Wage: \$23.00 CAD per hour

The **Box Office Venue Lead** is a leadership position Reporting to the Operations Manager. The Box Office Venue Lead will run the physical box office at the venue, providing tickets, packages and information to guests. They will be the lead for customer service needs that may arise during the festival and create systems to help the festival grow with its new ticketing system.

#### Primary Responsibilities

- Learning and setting up the Box Office system in collaboration with the Online Box Office Coordinator and the Operations Manager
- Creating a training plan for the Box Office Assistant
- Training box office assistant
- Creating systems for best FOH practices during festival
- Working with the FOH staff to ensure smooth coming and going of audiences
- Prep, set up & test all FOH & Box office gear in collaboration with Operations Manager & Broadcast Coordinator
- Pulling ticket lists for the Events Manager for non cinema events
- Working with Excel, Sheets, Google Docs, event ticketing
- Other related tasks as needs arise
- Coordinate & support any volunteers issued for ticket pickup
- Selling & fulfilling tickets
- solving any onsite customer service issues
- Other related tasks as needs arise
- During Festival, overtime hours will be expected & compensated for. Details to be discussed.



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[imagineNATIVE.org](http://imagineNATIVE.org)



## QUALIFICATIONS

- Experience working the Box Office in a Festival environment is mandatory.
- Working with Eevent (our ticketing platform) specifically is an asset.
- Comfort and familiarity with working with computer & mobile systems, applications and processes (training will be provided but adeptness with technology is required)
- A willingness to be trained and an openness to receive and offer critical, practical feedback on processes and training;
- Excellent communication and motivational skills;
- Strong, meticulous attention to detail.
- Self starter, team player and collaborator who is looking to learn and take on new challenges as they come
- High level of professionalism
- A demonstrated interest in the Arts, Film, and Indigenous Communities
- An ability to work independently and as a team in a fast-paced environment that requires multitasking, ability to think creatively and constructively on-the-spot, with a "what else can I do?" attitude.
- Strong interest in Film, Screen-based media and Social Advocacy
- Must have reliable internet and own a computer they are willing to work from pre festival
- MUST HAVE FULL AND OPEN AVAILABILITY OCT 15TH - OCT 23RD and are required to work on-site for these dates

**Submit CV/Resume and cover letter to: [angela@imagineNATIVE.org](mailto:angela@imagineNATIVE.org) with subject "Box Office Lead"**

**Application Deadline: Until Position is filled**



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