



Box Office Coordinator

Reporting to the Box Office Manager and the Operations Manager, the Box Office Coordinator is responsible for assisting in building the internal structure of the Festival Box Office and its execution on site.

- Assisting in the building of the 2025 Festival Ticket Platform, Elevent, with help from the Operations Manager and the Box Office Manager
- Work cross-departmentally to ensure that deadlines are met
- Collaborate with all departments to help them manage their ticket holds, allocations, packages, discounts, and other needs for organizations or school groups
- Testing, troubleshooting, and assisting customers who may have come into ticketing issues
- Answering questions in the Help Scout that pertain to Box Office
- Prepare, set up & test all Box office gear in collaboration with Operations Manager, Box Office Manager, and Front of House Lead
- Be part of the on-site Box Office Team
- Working with the Events Lead Coordinator to ensure ticket holds for special events.
- Working with Excel, Sheets, Google Docs, monday.com, Elevent, Shopify and YAMM mail merge.
- Assist and facilitate staff when necessary.
- Write a Post-Festival post-mortem report.
- Other related tasks as needs arise

