



LUNENBURG DOC FEST **Box Office Coordinator**

Location:	Lunenburg, NS
Start Date:	August 5, 2019
Duration of Contract:	12 weeks
Rate of pay:	\$16/hr (35 hrs/week)
Application Deadline:	July 25, 2019
Reports to:	Executive Director
Key Relationships:	Executive Director, festival staff, sponsors, public, and volunteers

THE ORGANIZATION

Lunenburg Doc Fest showcases documentary films that entertain, educate and inspire, creating a cultural experience and place of connection between filmmakers and film enthusiasts in the UNESCO World Heritage site of Lunenburg, Nova Scotia.

THE OPPORTUNITY

Lunenburg Doc Fest seeks a highly organized, trustworthy and personable Box Office Coordinator with exceptional customer service skills. This Coordinator will train with and report to the Executive Director and assists in the supervision of Box Office volunteers, as assigned. We seek a self-motivated team player with an engaged, cooperative attitude who brings positive energy to work.

KEY AREAS OF RESPONSIBILITY

- Lead ticketing operations for all Lunenburg Doc Fest events
- Learns and retains knowledge of Lunenburg Doc Fest programming content, schedule, special programs in order to properly answer questions for the general public
- Encourages and maintains good public relations for the festival with its patrons, donors, partners and general public
- Tracks sales and generates sales reports in Squareup, PayPal and Excel
- Assembles pass, ticket and sponsor packages
- Helps to maintain inventory of Box Office supplies
- Train Box Office volunteer on sales processing, if required
- Maintains accurate cash and credit handling for the Box Office and all other cash handling operations
- Acts as Will Call staff to prepare and process purchased items for patrons
- Presents with a professional manner to guests, clients and other personnel at all times including attire, attitude, punctuality, and work ethic
- Promotes festival films and programs, plus general office and other duties as needed



NOTE: Due to the nature of the industry this position includes some evening and weekend work as required by events. The candidate will have the flexibility to work an adjusted schedule with more hours leading up to events followed by compensatory time off.

SKILLS AND QUALIFICATIONS

- Able to function independently in a multi-task environment, as well as part of a team
- Excellent computer skills - proficient with Apple Software, MS Word, Excel
- Strong interpersonal skills; effective at conflict management
- Excellent communication skills, both written and oral.
- The ability to produce under pressure, react quickly to requests and manage many details simultaneously
- Ability to lift and carry up to 25 pounds
- Ability to improve operational processes and efficiencies
- Ability to work varied hours/days as business dictates

ELIGIBILITY

This job is funded through the Job Creation Partnership Program (JCP) of Employment Nova Scotia. To be eligible for the position you must qualify for the JCP program.

You must be an unemployed individual (“insured participant”) as defined by Section 58 of the Employment Insurance Act. This means that you are an individual for whom:

- an unemployment benefit period has been established or has ended within the five years prior to the date of requesting assistance;
- or a benefit period that included a maternity or parental claim has been established within the five years prior to the date of requesting assistance, after which you remained out of the labour market in order to care for a newborn or newly adopted child and are now seeking to re-enter the labour force.

TO APPLY

Please send a resume and cover letter outlining why you wish to work with Lunenburg Doc Fest to info@lunenburgdocfest.com