

Inside Out

INSIDE OUT TORONTO 2SLGBTQ+ FILM FESTIVAL JOB OPPORTUNITY Festival Box Office Manager, In-Person and Online (Term Contract)

ABOUT INSIDE OUT

Inside Out is a registered charity that for over three decades has brought Toronto's 2SLGBTQ+ community together in celebration of the best queer film from Canada and around the world. Through our annual festivals in Toronto and Ottawa, our filmmaker initiatives, youth engagement and year-round events and screenings, Inside Out is engaged every day in challenging attitudes and changing lives.

Inside Out Toronto 2SLGBTQ+ Film Festival May 25 - Jun 4, 2023

Inside Out is Canada's third largest film festival and the third largest 2SLGBTQ+ film festival in the world. In 2022, Inside Out returned to offering in-person screenings while retaining the new digital festival model necessitated by the pandemic. In 2023, we plan to continue with a hybrid festival while increasing the number of in-person screenings to get closer to pre-pandemic numbers. www.insideout.ca

JOB DESCRIPTION

Inside Out is seeking an experienced **Festival Box Office Manager** to manage all elements of festival ticketing services, and Box Office Shift Supervisors and Box Office Volunteers at the 2023 Inside Out Toronto 2SLGBTQ+ Film Festival. Reporting to: Senior Operations and Events Manager

ESSENTIAL DUTIES & RESPONSIBILITIES

Pre-Festival

- With Membership and Donor Relations Manager, acting as front-line customer service to patrons and members in advance of the festival, fielding communications through a number of methods (email, phone, and in-person)

416 977 6847
inside@insideout.ca
Insideout.ca

401 Richmond St West
Suit 219
Toronto, Ontario
M5V 3A8

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- Working closely with relevant departments to ensure accurate information on all events is correctly built/programmed into ticketing system under firm deadlines
- Supporting the Sponsorship team with ticketing for festival partners
- Working closely with the Operations Manager, Membership and Donor Relations Manager, and Guest Relations Department to ensure that Guest, Member, Staff, and Industry accreditation process aligns with the ticketing process and all requests for tickets are fulfilled in a timely manner

During Festival

- Creating Box Office staff schedules and managing Box Office staff and volunteers
- Coordinating the physical set-up of on-site Box Office including equipment and technology requisitions
- With the assistance from Membership and Donor relations manager, acting as primary point of contact for ticketing system representatives and venue staff regarding all elements related to festival ticketing and customer service
- Maintaining a presence at the festival venue to ensure that issues are being handled appropriately
- Providing ongoing ticketing, tech support and troubleshooting to Box Office Shift Supervisors and volunteers throughout the festival, while delivering top-quality customer service to guests
- Managing online box office support through HelpScout platform which may include basic tech support for digital screenings and ticket holders
- Working with the programming department to ensure all changes, cancellations or program updates are integrated into the ticketing system and communicated to patrons
- Working with all relevant departments and the ticketing system representatives to manage promotional and discount codes where applicable
- Sharing sales and attendance reports with senior staff on an ongoing basis

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REQUIRED SKILLS AND EXPERIENCE

- Motivated self-starter with strong customer service
- Experience in a fast-paced festival or event environment
- Experience managing a team of paid employees or volunteers
- Experience with Eevent or other ticketing systems
- Experience with using streaming platforms (AppleTV, Roku etc.)
- Proficiency in Festival databases a strong asset
- Proficiency in Microsoft Office and MAC OS Platforms
- A love and passion for film

CONTRACT DURATION: April 3, 2023 to June 7, 2023 (9.5 wks)

COMPENSATION: This contract position is based on a 25-30 hour work week leading up to our peak time which is May 1st - June 5th, 2023. During peak time, it is expected that the individual will work 40 hours in the weeks leading up to the Festival, and then every day of the Festival during Box Office operating times with appropriate time off. Pay rate is \$23 per hour plus 4% vacation pay, less required and applicable deductions.

DEADLINE FOR APPLICATIONS: 5:00 PM EST, Friday, March 4th, 2023

Interested candidates should send a resume and cover letter as one PDF document, indicating where you saw the posting. Submit online using this form: <https://insideout.ca/employment>.

Inside Out thanks everyone in advance for their interest. Only those selected for an interview will be contacted. No phone calls please.

Inside Out is committed to access and equity, which includes a commitment to diversity and inclusion among its staff, board and other volunteers. We encourage individuals who reflect the broad diversity of the 2SLGBTQ+ communities that we work with to apply. Accommodations are available upon request for all aspects of the selection and work process.

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