



INSIDE OUT TORONTO 2SLGBTQ+ FILM FESTIVAL JOB OPPORTUNITY
Box Office Shift Supervisor, In-Person
(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 Shift Supervisor to oversee all elements related to supervising Box Office volunteers at the Festival Box Office during the 2023 Inside Out Toronto 2SLGBTQ+ Film Festival.
Reporting to: Festival Box Office Manager

ESSENTIAL DUTIES & RESPONSIBILITIES

- Overseeing and supporting Box Office volunteers through Festival, informing them on new Festival information and updated ticketing and operational policies and procedures
- Advanced knowledge of the ticketing system (Provided training from Festival Box Office Manager and Membership and Donor Relations Manager)
- Providing direct support to the Festival Box Office Manager and the Membership and Donor Relations Manager during Festival

416 977 6847
inside@insideout.ca
Insideout.ca

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

Inside Out

- Acting as a top-quality customer service ambassador for the Festival, answering in-person guest service queries relating to ticketing, memberships, ticket packages and passes at the Inside Out Festival Box Office
- Providing guests accurate Festival and Inside Out membership information
- Processing guest and member transactions that include ticket sales (and exchanges), membership sales, package purchases and redemptions through Eevent, Inside Out's ticketing provider
- Handling all mid-level customer service issues, overseeing the reconciliation of debit, credit card transactions, and ticket exchanges
- Escalating high-level guest complaints and feedback to the Festival Box Office Manager or Membership and Donor Relations Manager
- Redirecting all refund requests to the Festival Box Office Manager and ensuring the information is accurately escalated
- Responsible for daily upkeep of the Festival Box Office
- Working closely with Festival operations team and volunteer coordinators pre-Festival and during Festival

And other duties may be reasonably assigned within the term of the contract.

REQUIRED SKILLS AND EXPERIENCE

- Previous experience in a supervisor role
- Experience of working in a fast-paced Festival or event environment
- Experience supervising staff and/or volunteers
- Demonstrable verbal, numeracy and problem solving skills
- Previous use of a ticketing or ticketing/member management system
- A love and passion for film

CONTRACT DURATION: May 15, 2023 to June 4, 2023 (3 weeks)

COMPENSATION: This contract position is based on approximately 45 hours for the duration of the Festival (May 25th - June 4th, 2023) with two to three training dates the week before. Pay rate is \$22 per hour plus 4% vacation pay, less required and applicable deductions.

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

416 977 6847

inside@insideout.ca

Insideout.ca

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

Inside Out

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.

416 977 6847
inside@insideout.ca
Insideout.ca

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