



<b>ROLE TITLE</b>	Ticketing and Box Office Manager
<b>REPORTS TO</b>	Operations Manager
<b>POSITIONS REPORTING TO ROLE</b>	<ul style="list-style-type: none"> <li>• Ticketing and Box Office Coordinator</li> <li>• Customer service &amp; box office casuals</li> </ul>

**ORGANISATION OVERVIEW**

Adelaide Film Festival (AFF) is one of South Australia's great treasures. Internationally acclaimed, AFF is a home for courageous storytellers and is embraced by industry and audiences. Established in 2003, the festival is agile and responsive to a rapidly changing and dynamic screen landscape.

AFF celebrates and explores Australian and international screen culture with a unique program of screenings, forums and special events in the 14 day flagship festival each October, complemented by an array of programs outside of festival time including AFF Youth, AFF Film Club and collaborative presentations with adjacent festivals and organisations.

**MISSION STATEMENT**

- To present a festival which celebrates and explores contemporary Australian and international screen culture with a unique program of screenings and special events, which aim to increase audience knowledge and participation
- To increase and stimulate innovative and new screen production through the provision of equity finance for work premiering at the Festival.
- To raise the profile of arts and screen culture in South Australia for audiences and practitioners.

**VISION STATEMENT**

**Vision 1:** To deliver a distinctive festival, unique in the landscape of Australian film festivals, which integrates with the existing calendar of successful South Australian cultural festivals.

**Vision 2:** To attract complementary arts and cultural events and partnerships to raise the profile of the State and festival and extend opportunities for the local industry.

**Vision 3:** To use the Fund to capitalise on local and national creative strengths in order to:

- \_boost production in the State
- \_increase business and employment opportunities in the State
- \_enhance the State's national and international reputation as a centre of independent filmmaking.

**Vision 4:** To create, market and present a challenging and distinctive screening program, accompanied by a substantial forum program, which profiles and explores key program themes and approaches to screen practice.

**Vision 5:** The festival will be relevant to both the general public and the industry, attracting a broad audience demographic and introducing this audience to innovative areas of screen practice.

**Vision 6:** To reflect current and future trends in the film and screen-based industries.

**Vision 7:** To present a film festival and associated events which consistently meet audience and financial targets.

**STRATEGIC PILLARS**

Please refer attached.



<b>ROLE PURPOSE</b>
<ul style="list-style-type: none"> <li>• Deliver and oversee AFFs box office and sales functions</li> <li>• Coordinate AFF's ticketing service provider, Ferve</li> <li>• Ensure smooth running and administration of all box office transactions and procedures including the employing and supervision of casual box office staff</li> </ul>
<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Oversee AFFs box office operations, including online (website and app) and in person</li> <li>• Recruit and train a suitably experienced seasonal Ticketing and Box Office Coordinator for the festival season</li> <li>• Work closely with Marketing Coordinator and Programming Coordinator to ensure website/ app content management across relevant ticketing areas</li> <li>• Interaction with and maintenance of Eventual Database and Ferve systems as required</li> <li>• Daily box office reconciliations and sales reporting</li> <li>• Provide appropriate box office reports to Finance and Governance Manager as required.</li> <li>• Work with the Development &amp; Partnerships Coordinator to ensure stakeholder ticketing is delivered smoothly</li> <li>• Develop a casual staffing roster and recruit suitably experienced casual box office staff, including ensuring the AFF info phone line is monitored</li> <li>• Liaise with AFF venues where necessary to ensure box office requirements are met</li> <li>• Deal with customers in a polite, friendly and informed manner and ensure that first class customer service is carried out by all box office staff, including problem solving and dispute resolution where necessary</li> <li>• Order and manage physical box office equipment from Ferve</li> <li>• In conjunction with the Front of House and Volunteers Coordinator, provide ticket scanning training</li> <li>• Support AFFs commitment to exceptional customer experiences for existing and prospective customers</li> <li>• Other duties as reasonably required</li> </ul>
<b>CAPABILITIES REQUIRED</b>
<p><b>Technical</b></p> <ul style="list-style-type: none"> <li>• Knowledge of festivals and event operations</li> <li>• Knowledge of film and screen</li> <li>• Strong analytical and data interpretation skills, with the ability to translate data into actionable insights</li> <li>• High level written and oral communication skills</li> <li>• Advanced working knowledge of computerised ticketing systems, web based systems, including entering and retrieving data as well as customer and sales information</li> </ul> <p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• Passionate about the delivery of high quality, successful, impactful events</li> <li>• Demonstrates judgment, to make sound decisions based on business needs, acting to ensure results meet organisational expectations and measures</li> <li>• Capacity to work independently and take responsibility for key responsibilities</li> <li>• A commitment to teamwork and collaboration and respect for others</li> <li>• Excellent time management and problem-solving skills, enjoys a challenge</li> <li>• Highly motivated, punctual, reliable and efficient</li> <li>• Ability to think strategically, conceptually and creatively and analyse and resolve technical problems.</li> <li>• Ability to problem solve, prioritise workloads and meet competing deadlines</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrated customer relations experience, delivery of a high-quality service to stakeholders, with an awareness of the commercial impact of decisions</li> <li>• Demonstrated high level experience in Ticketing</li> </ul>



- Demonstrated experience in staff supervision
- Experience working in busy environments with competing deadlines.
- Prior experience working in a festival environment.
- Experience working with volunteers.

**Qualifications:**

- Preferred: A tertiary qualification, preferably in a customer oriented area, the arts or a related field.

**WORKING CONDITIONS**

- The principal office is located at the Adelaide Studios however a 'pop up' production office will be established in the CBD for the duration of the festival.
- Out of hours work will be required, determined by event requirements.
- Flexibility in respect of working hours, especially during the Festival period and in the lead up to it.
- It is a requirement that all staff comply with AFFs policies and procedures (provided upon induction)