

# Virginia Film Festival

## 2022 VAFF Assistant Box Office Manager

This seasonal position will report directly to the VAFF Managing Director.

**Start Date:** October 3, 2022

**End Date:** November 8, 2022

**Schedule:** Typical working hours will be Monday through Friday from 11:00 AM – 5:00 PM. Due to the nature of this position, it will be necessary to work overtime and on weekends/nights during the week of Film Festival from October 31 through November 6.

**Pay Rate:** \$25/hour

**Work Location:** Varies depending on need. May include UVA Arts Box Office, VAFF Office, Violet Crown, and additional screening venues.

**Hiring Details:** This position will be hired through UVA temp services, and overtime work will be compensated with overtime pay.

**Job Description:** The Virginia Film Festival is accepting applications for an Assistant Box Office Manager, a position that will support the Arts Box Office Manager and ticketing staff during the 2022 Film Festival. This position will work closely with VAFF ticketing staff to provide excellent customer service during all VAFF events.

Qualified candidates will be detail oriented, flexible, able to execute tasks in a fast-paced environment, and possess excellent verbal and written communication skills. Experience handling credit cards and cash is preferred. **Candidates are required to have a personal mobile phone for use during scheduled hours that can text, access email, and download an app required to access the box office software.**

### Areas of responsibility include

- Support the processing and tracking of VAFF 2022 donor & sponsor benefit packages
- Work daily in Tessitura Ticketing database processing and reconciling orders beginning with donor pre-sale and throughout the Festival run.
- Track and fulfill donor, sponsor, VIP, press, industry guests, and other stakeholder ticket requests, ensuring they are filled and distributed timely and accurately
- Serve as the first point of contact between the UVA Arts Box Office and the VAFF Ticketing Staff
- Run daily gift and ticket reports, year-over-year sales comparisons, and various summary reports in Tessitura
- Support hiring, training, and supervision of temp staff working downtown box office and screening venues
- Handle waitlist, will-call, and standby line planning and execution during VAFF events
- Oversee patron communication around ticketing policies, sold-out events, etc.

### General Expectations and Requirements

The VAFF's Assistant Box Office Manager is a pivotal member of the Festival and Arts Box Office staff. The position will be included in VAFF staff meetings and will be expected to represent the Festival to the University and local communities with the utmost professionalism.

This is primarily a sedentary job involving extensive use of desktop computers. The job does require walking some distance to support screening venues during the 5-day Festival.

### Required Knowledge, Skills and Abilities:

- Organization skills, attention to detail, and problem-solving skills are essential
- Must have excellent interpersonal skills and the ability to work effectively within a culturally diverse environment
- Experience working in a box office and/or a customer service environment
- Must have strong written and verbal communication skills and experience in writing and communicating through a wide variety of mediums

- Expert knowledge in the following computer applications is required: MS Word, Outlook, Excel
- Must adapt quickly and work well under pressure; multitask frequently and meet tight deadlines; have a history of working well in teams; and develop and execute plans with little oversight

Preferred Experience, Skills, and Interests:

- A passion for the arts and film
- Experience working for arts or cultural events
- Working knowledge of the Tessitura ticketing system

Ready to apply? Please email cover letter and resume to [VAFFinfo@virginia.edu](mailto:VAFFinfo@virginia.edu) with the subject line: **Application: VAFF Assistant Box Office Manager**.