

# Virginia Film Festival

## 2022 VAFF Box Office Sales Staff

This seasonal position will report directly to the UVA Arts Box Office Manager.

**Start Date:** October 27, 2022

**End Date:** November 6, 2022

**Schedule:** Orientation will take place on October 27 and 28, and staff will be required to attend approximately 3-4 hours of training on one of these two dates. Staff must also be available to work 4+ hours per day on Oct 31 through Nov 2 between the hours of 11:00 AM to 6:00 PM, and 6+ hours per day Nov 3 through Nov 6 during the hours of 9:30 AM to 10:00 PM. There may be opportunities to work 40+ hours during the Festival week if interested.

**Pay Rate:** \$18/hour

**Work Location:** varies depending on need, may include Violet Crown and/or screening venues on Downtown Mall

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

**Job Description:** The Virginia Film Festival is accepting applications for a team of 8-12 Box Office Sales Staff positions. This dynamic team will work during the week-long Film Festival in the VAFF Headquarters, located at Violet Crown on the Downtown Mall, and in various screening locations. The Box Office Staff will provide excellent customer service while handling cash, credit cards, and all additional ticketing transactions during VAFF events. These positions will maintain the utmost professionalism while representing the Festival to the University and local communities.

Qualified candidates must be detail oriented, flexible, able to execute tasks in a fast-paced environment, and possess excellent verbal and written communication skills. **Candidates must be able to work daily shifts during the contracted period as described above and walk distances between venues during shifts. Candidates are also 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.**

### Job Duties:

- Receive and process ticket orders in person using a computerized ticketing system (Tessitura).
- Maintain knowledge of VAFF screenings and events.
- Assist customers with purchase decisions.
- Understand and relate purchasing policies to customers.
- Answer questions and provide accurate information to patrons.
- Collect complete and accurate data from customers.
- Troubleshoot customer issues in a professional manner.
- Process day-of ticket orders and assist with will-call distribution at the door of performances for all events, including those during the evening and weekend hours.
- Reconcile daily sales.
- Perform all other duties as assigned.

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