



## BOX OFFICE COORDINATOR

The BlackStar Film Festival is an annual celebration of the visual and storytelling traditions of the African diaspora and of global communities of color, showcasing films by black, brown and indigenous people from around the world.

BlackStar is seeking a **BOX OFFICE COORDINATOR** to oversee front of house staff and volunteers. The Box Office Coordinator will manage the daily operations of ticketing software, including the selling, tracking and reconciling of ticket sales and festival passes. This position is also responsible for ensuring a positive audience experience in collaboration with the House Manager and Operations Managers.

### Responsibilities include:

- Organize and manage functions related to box office operations including will call, guest list, ticket sales and scanning, and capacity management
- Manage venue ticketing sales and reports, including the selling, tracking and reconciling of printed and digital tickets and registration lines
- Facilitate open communication with the Venue Ticketing Manager, staff and other venue departments to manage customer service and box office protocols
- Maintain a high level of customer service among support staff and volunteers to orchestrate crowd management for high volume screenings
- Manages ballot creation, distribution, collection, and data entry on behalf of the festival operations team

### Skills Required:

- Solutions driven, self-starter with excellent organizational skills and superior attention to detail
- Must be an excellent communicator with an ability to instruct, supervise, and clearly explain ticketing and front of house information and procedures to diverse audiences
- Ability to make sound decisions in a fast-paced environment

### Compensation & Schedule:

This is a temporary contractor position working July 1, 2020 to August 3, 2020 with some evenings and weekends required. Compensation is \$1,500 for administrative duties, meetings, and intra conference work.

### How to Apply:

Email [jobs@blackstarfest.org](mailto:jobs@blackstarfest.org) with subject line: Box Office Coordinator. Please write a brief cover letter in the body of the email and attach your resume. Only those candidates selected for an interview will be contacted.

*BlackStar is an equal opportunity employer. We are dedicated to building a culturally diverse and equitable workforce that reflects the communities we serve. We encourage applications from people of color and others who are under-represented in the cultural sector. Our application period is open until we have a diverse and qualified pool of candidates.*