



Job Description

Position Title:

Box Office Administrator

Reports to:

Manager of Finance and Administration

Term:

Contract Position: April 23, 2018 – July 27, 2018 (approx. 14 weeks Full-time) with flexibility for a longer term beginning with part-time hours from April 3 - 20, 2018 if the applicant's schedule allows

Job Summary:

Reporting to the Manager of Finance & Administration, the Box Office Administrator is responsible for the preparation and tracking of all festival access passes and associated ticket sales. The selected candidate may also provide administrative support to the Volunteer Resources department and will supervise the Main Box Office crew on site at the festival.

Qualifications and Assets:

- Organized, detail-orientated, with demonstrated attention to accuracy
- Ability to work calmly and efficiently under pressure and with a wide variety of colleagues, customers, suppliers, vendors and volunteers
- Proficiency with Microsoft Office including Excel is required, working knowledge of Filemaker and/or Microsoft Access an asset
- Demonstrated project management including ability to prioritize multiple tasks, deadlines and changing priorities
- Excellent communication and customer service skills
- Ability to work independently
- Mature, with sound judgment
- Ability to consistently meet deadlines
- Positive attitude
- Knowledge of the Winnipeg Folk Festival is an asset

Duties:

- Prepare, track and coordinate distribution of all festival access passes including sponsors, stakeholders, artists and special guests
- Oversee the sale and distribution of guest packages
- Provide supervision of Main Box Office area during the Festival event in conjunction with the office coordinators and contracted staff
- Track and distribute wristbands
- Assist in preparation of training materials for box office processes
- Assist with coordination of set-up and take-down
- Provide exceptional customer service to Festival stakeholders and ticket purchasers and resolve customer service issues as they arise
- Provide administrative support to the Volunteer Resources department including screening and placing new applicants
- Support volunteer recruitment events
- Organizing volunteer training
- Problem-solving as required

Work Schedule:

The hours of work are generally 9:00 am to 5:00 pm, Monday to Friday, a 35-hour week with a one-hour unpaid lunch. During the weeks prior to and following the Festival, longer hours are required. During the Festival, the selected candidate must have the physical and mental capacity to work long hours in an outdoor environment.

To apply for this position please submit a resume and cover letter with Box Office Administrator in the subject line to resume@winnipegfolkfestival.ca by February 28, 2018.