

**Box Office Assistant, Vancouver Writers Fest
Job Description 2023**

The Box Office Assistant helps provide support to ticket buyers leading up to and during the Vancouver Writers Fest's flagship Festival, taking place the third week in October. This Box Office Assistant role also works closely with Vancouver Writers Fest volunteers to ensure effective delivery of ticket sales at the door of 70+ events during the Festival.

This is a temporary part-time position with hours scheduled to help with on-sale and the Festival itself. There are two positions open for this role.

Salary:

Salary is \$23/hour, with as estimated 82 hours of work from September 5th to October 27th:

- i. **4 hours:** Training, week of September 4th
- ii. **20 hours:** On-sale period, September 11-22nd
- iii. **12 hours:** Pre-Festival, September 25-Oct 13th
- iv. **42 hours:** Festival, Oct 16-22nd
- v. **4 hours:** Post-festival, week of October 23rd

Hours will typically fall between 8am-6pm, Monday to Friday. During the Festival, there will be a morning shift from 8am-2pm and an evening shift from 2pm-8pm each day. More hours may be requested as needed.

Job Description: The Box Office Assistant reports to and works with the Box Office Manager and other Box Office staff. This position provides box office support over email and telephone, and also with occasional in-person inquiries. The Box Office Assistant assists with other Box Office tasks as needed on an ongoing basis. During the Festival, the assistant works closely with volunteers to ensure effective delivery of ticket sales at the door to events. The position will begin the week of September 4th. Applicants **must** be available to work the week of the Festival October 16th – 22rd.

Responsibilities:

- Provide assistance to the Box Office Manager
- Assist with management of Box Office volunteers
- Assist with setup of door sales at Festival events
- Troubleshoot technical issues with POS devices
- Learn the Festival's ticketing system and policies to process ticket sales and troubleshoot any problems on behalf of ticket buyers
- Learn the Festival's Program to provide guests with accurate information about different events, prices, and policies
- Answer phone, email, and in-person inquiries, with an emphasis on familiarity with our programming and policies, and on high quality response to access inquiries



- Help facilitate tickets requests over email, telephone, and in-person
- Direct phone sales to Showpass customer support
- Keep important event documents up-to-date, such as notes on special guests and accessibility needs
- Check-in with Box Office Manager on a daily basis about email and phone inquiries, alerting the staff about any repeated questions, important information, or special requests
- Provide exceptional service both during and after sales
- Submission of a final report post-Festival
- Other duties, as assigned

Qualifications:

- Previous Box Office experience
- Previous experience working with volunteers
- Excellent customer service skills
- Strong attention to detail
- Proficient with Microsoft Office suite (Excel, Outlook, etc.)
- Proficient with Point-of-sale technology (e.g. Square, Bluetooth printers, etc.)
- Strong organizational and time management skills
- Ability to work independently and as part of a team

To apply:

Please send cover letter and resume to info@writersfest.bc.ca