

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

The Box Office Manager oversees ticket sales, the ticketing system, and the Box Office staff leading up to and during the Vancouver Writers Fest's flagship Festival, taking place the third week in October. The Box Office Manager role works closely with Vancouver Writers Fest core staff, seasonal staff, and volunteers.

This is a temporary full-time position. There is one position open for this role. This post will remain open until filled. Start date mid-August.

**Salary:**

Salary is \$26/hour, full-time, Monday-Friday from mid-August until November 3<sup>rd</sup>.

Hours will typically fall between 9am-5pm, Monday to Friday, with more hours expected during the week of the Festival October 16-22 including the Saturday and Sunday.

**Job Description:** The Box Office Manager reports to the Operations Manager and supervises 3 Box Office Assistants. This position is responsible for overseeing all aspects of ticketing software and various reports. The manager will oversee ticketing for general admission events, assigned seating events, youth school group events, and livestream events. This position provides customer support over email and telephone, and also with occasional in-person inquiries. During and leading up to the Festival, the Box Office Manager works closely with volunteers to ensure effective delivery of ticket sales at the door to events.

**Responsibilities:**

- Oversee Box Office Staff and Box Office volunteers
- Finish building and testing events on the Showpass ticketing software before on-sale (overall structure and templates will already be set up)
- 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
- Direct phone sales to Showpass customer support
- Keep important event documents and reports up-to-date, such as notes on priority seating and ticket sale numbers
- Work closely with the Production and Festival Operations team to help facilitate the seating of larger school groups
- Oversee the communication of event changes to affected ticket holders
- Check-in with the Operations Manager on a regular basis about any issues arising with the ticketing system
- Manage the POS equipment, ensuring devices at events are charged and in good health
- Troubleshoot technical issues with POS devices



- Check-in with Festival volunteers at venues during the Festival to ensure door sales are running smoothly at each event
- Submission of a final report post-Festival
- Other duties, as assigned

**Qualifications:**

- Previous Box Office Manager experience
- Previous experience working with volunteers
- Excellent customer service skills
- Proven ability to manage complex systems
- Strong attention to detail
- Familiarity with Showpass is a plus
- Fluent 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

**To apply:**

Please send cover letter and resume to [info@writersfest.bc.ca](mailto:info@writersfest.bc.ca)