

## Virginia Film Festival 2018 Ticketing Services Manager

This seasonal position will report directly to the UVA Arts Box Office Manager. The position will start in mid-September run through early November 2018. Typical working hours will be Monday through Friday from 11:00 AM – 5:30 PM. Due to the nature of this position, there will be periods of time leading up to and during the VFF during which it will be necessary to work overtime and on weekends. This position will be hired through UVA temp services and paid an hourly rate to be informed by the individual's experience. Overtime worked will be compensated with overtime pay.

### Areas of responsibility include

- Oversee the preparation and event load for both donor pre-sale and public on-sale dates for all 2017 VFF screenings and events
- Process ticket orders for Virginia Film Festival screenings and events
- Oversee and track all donor, sponsor, VIP, press, industry guests, and other stakeholder ticket requests
- Ensure that ticket requests are fulfilled and distributed timely and accurately
- Serve as the first point of contact between the UVA Arts Box Office and the VFF senior staff daily
- Run daily box office reports, year-over-year sales comparisons, and various summary reports
- Oversee wait list and standby line planning, training, and night-of process during VFF weekend
- Oversee UVA student Arts\$ implementation, tracking, and capping
- Oversee public communication around sold-out events

### General Expectations and Requirements

The VFF's Ticketing Services Manager is a pivotal member of the Festival and Arts Box Office staff. The position will be included in VFF staff meetings and will be expected to represent the Festival to the University and local communities with the utmost professionalism.

### Required Knowledge, Skills and Abilities:

- Organization skills, attention to detail, and problem solving skills are essential
- Must have excellent interpersonal skills and the ability to work effectively within a culturally diverse environment
- Experience working in a box office and/or a customer service environment
- Must have strong written and verbal communication skills and experience in writing and communicating through a wide variety of mediums
- Expert knowledge in the following computer applications is required: MS Word, Outlook, Excel
- Must also possess the ability to adapt quickly and work well under pressure; the skills to multitask frequently and meet tight deadlines; a history of working well in teams; and the drive to develop and execute plans with little oversight

### Preferred experience, skills, and interests:

- A passion for the arts and film
- Experience working for arts or cultural events
- Working knowledge of the Tessitura ticketing system

Ready to apply? Please email cover letter and resume to UVA Arts Box Office Manager Andrew Burnett at [aburnett@virginia.edu](mailto:aburnett@virginia.edu).