



**Whānau
Mārama**
New Zealand
International
Film Festival

NEW ZEALAND FILM FESTIVAL TRUST JOB DESCRIPTION

Position:	Auckland Ticketing and Box Office Manager
Reporting to:	Operations Manager

BACKGROUND & PURPOSE / WHAKAPAPA ME NGĀ WHĀINGA

Whānau Mārama: New Zealand International Film Festival (NZIFF) is an annual event, operated by a Charitable Trust, the New Zealand Film Festival Trust (NZFFT). The Trust is a professional, non-profit, non-political organisation with the aim of fostering interest in film and encouraging a high standard of film creation and appreciation.

NZIFF 2025 will screen in up to 10 centres from 31 July to 10 September 2025. The film festival is an eagerly awaited and anticipated cultural highlight. The curated programme caters every year to a wide audience throughout the country.

The NZFFT national office is based in Wellington, with a secondary office in Auckland. A core permanent team runs the film festival operations with additional short-term contractors in place during the three months spanning the lead-up to and delivery of the festival.

ROLE DESCRIPTION / NGĀ RAUKURA O TE TŪRANGA

This role is responsible for the management of ticketing for NZIFF in Auckland, working to ensure effective, accurate and efficient sales of tickets, and timely and accurate reporting on ticketing activity. The role also provides administrative support to the Auckland festival team and assists with the coordination of NZIFF events. The role has some supervisory and staff training components, including training festival cashiers.

TERM OF EMPLOYMENT / TE ROA O TE MAHI TAHI

This is a full-time contract position for the period of 2 June to 15 August 2025 based in Auckland.

REMUNERATION / PUTEA

\$62,400FTE (pro-rated).

REQUIRED SKILLS AND EXPERIENCE / NGĀ PUKENGA

- Experience in management of ticketing operations
- Experience either in cinema box office management or working in festival/event ticketing
- Excellent customer service skills
- Demonstrated conflict resolution and problem-solving skills
- Experience instructing and supervising others
- Ability to work under pressure, identify and effectively manage stress in self and others
- Advanced verbal, written and interpersonal communication skills
- Advanced time management, organisational and multi-tasking skills with high attention to detail
- Intermediate skills in Microsoft suite, Dropbox, and project management platforms (preferably Airtable) with an ability to learn new systems quickly
- Full, clean drivers' licence

KEY RESPONSIBILITIES / NGĀ TAKOHANGA

TICKETING

- Manage the Auckland ticketing operation including managing pre-sale box office set-ups, to ensure effective, accurate and efficient sales of tickets and ensure timely and accurate reporting on these activities.
- Coordinate the installation of equipment as and where required, including training users
- Ensure efficiency of all booking processes, including successful integration with the website.
- Supervise the NZIFF box offices in Auckland, ensuring correct processes are being followed.
- Work with Promotions Team to effectively manage group bookings.
- Manage and facilitate in-house ticketing for NZIFF in Auckland including NZFFT Board, staff, guest, media, distributor and filmmaker ticketing.
- Provide daily ticket sales reports from the pre-sale period through to end of festival.
- Oversee the financial reporting and reconciliation of Auckland box office revenue.
- Ensure display of classification requirements are met.
- Manage the prompt and effective resolution of customer complaints, issues or queries.

STAFF AND VOLUNTEER MANAGEMENT

- Recruit, roster and train NZIFF box office cashiers for delivery of Auckland ticketing operations.
- Recruit, roster and oversee office volunteers for Auckland as required.

EVENTS

- Assist with coordination and delivery of screenings and events as required

FINANCIALS

- Track and record costs for related activity.

REPORTING

- Provide regular reporting as required
- Provide report at the conclusion of the contract including recommendations for future improvements.

PERSONAL ATTRIBUTES

- Welcoming – a warm, open communication style that’s professional and inclusive
- Curious – an inherent interest in discovery, innovation, and creative endeavours
- Adventurous – undeterred by challenge or navigating new territory
- Quality driven – strives for excellence, high attention to detail, refines their craft
- Self-responsible – honest and accountable, aware of their impact on others
- A relationship builder – team-centric, constructive, supportive, and respectful
- Confident – self-directed, assertive, genuine, and open
- Committed – reliable and engaged, takes a proactive approach to their work and the workplace

KEY RELATIONSHIPS FOR THE AUCKLAND TICKETING AND BOX OFFICE MANAGER / NGĀ PIRINGA

- NZIFF staff, contractors, and volunteers
- Venue management and staff
- NZIFF audience members
- Advertisers, sponsors and funders
- Filmmakers and guests
- Cultural agencies of local, national and international governments
- Rightsholders – distributors, sales agents, production offices
- Community groups
- Industry associations
- NZFFT trustees
- External suppliers

HOURS / NGĀ HAORA

The contractor will generally work for 40 hours each week sometime between the hours of 8.00 am to 6.00 pm, Monday to Friday. The contractor can choose when to start and end work each day (within these agreed limits), as long as they work the agreed number of hours.

The contractor will also be required to work additional hours which are reasonably required to fulfil the duties and responsibilities of the position particularly during the lead-up to NZIFF 2025 with an intense period of work during the dates of the festival itself (31 July – 10 August). Where possible, time-in-lieu or flexi-time is available for these additional hours required prior to the NZIFF season by working shorter hours at less busy times.