



**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 2024 will screen in up to 10 centres from 31 July to 8 September 2024. 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 supervisory and staff training components.

TERM OF EMPLOYMENT / TE ROA O TE MAHI TAHI

This is a full-time contract position for the period of 10 June to 23 August 2024 based in Auckland.

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 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.

PROFESSIONAL COMPETENCIES

INDUSTRY

- Knowledge of the New Zealand film, arts, culture, or creative sectors
- Well connected in the community

ROLE SPECIFIC

- Experience in cinema or events ticketing essential
- Working experience in the development of events, live audience experience or engagement
- Working knowledge of event, production or project management tools, systems and processes
- Outgoing nature and ability to make connections with a wide range of people
- Working knowledge of Health and Safety practices relevant to the workplace and event production and delivery in private and public spaces
- High level of planning and organisational competency, including management of time, people, processes, and resources
- High level of commitment to attention to detail in all aspects of the role and its responsibilities

PROBLEM SOLVING

- Critical thinker and problem-solver promoting efficient and effective work practices and the development of ideas and solutions
- Proactive approach to risk identification, escalation, and resolution

RELATIONSHIP MANAGEMENT

- Working knowledge of stakeholder relationships and the nature of the NZIFF stakeholder ecosystem
- Positive and proactive approach to working with all NZIFF stakeholders
- Represent NZIFF as required presenting a professional and positive image of the organisation

BUSINESS MANAGEMENT

- Contribute to the development and realisation of NZIFF objectives
- Assist NZIFF in monitoring the current political, legal, cultural, technological and censorship environment to detect issues which may have either adverse effects on the execution of NZIFF objectives; or which may provide opportunities to advance those objectives
- Contribute to improvements to systems and practices
- Protect the safety and security of NZIFF assets

INTRA AND INTERPERSONAL

- Ability to work to deadlines under pressure while meeting and managing expectations in a professional manner
- Positive and proactive approach to working with all NZIFF team members
- Awareness of stress in self and others, and an ability to engage with and deploy stress management skills and techniques when required

- A developed understanding of and commitment to the diversity and equality of all peoples

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

REMUNERATION / PUTEA

To be discussed with shortlisted candidates prior to interviews commencing.

HOURS / NGĀ HAORA

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

The Employee will be required to work additional hours which are reasonably required to fulfil the duties and responsibilities of the position (this includes during the period leading up to tickets going on sale and a commitment to working evenings and weekends during the festival dates in Auckland 7-18 August).