

**Position:** Box Office Manager

**Reports To:** Operations Manager

**Works With:** Volunteer Coordinator, House Manager, Executive Director, Associate Creative Director

**Supervises:** Box Office Staff; Assistant Box Office Managers

**Hours:** Contract, Seasonal, Part-Time

**Houston Cinema Arts Society (HCAS) is seeking a Box Office Manager for our 13th annual Houston Cinema Arts Festival. Box Office Managers will handle all ticketing needs for the Festival, which takes place over two weeks at multiple indoor and outdoor venues throughout the city of Houston with unique ticketing needs. This position will work collaboratively with the Operations Manager and Artistic Leadership team to ensure a smooth and clear point of sale system for our patrons. This is an independent contractor position lasting approximately one week.**

**About the organization:**

Houston Cinema Arts Society (HCAS) has put the nation's fourth largest city on the map among film industry professionals, artists, and film aficionados as a premier showcase for the moving image. The organization celebrates and illuminates the vitality of America's most diverse city with film, mixed media, performance and installation focused exhibition programming, as well as educational and film industry field building focused programming.

HCAS launched its inaugural five-day Film Festival in 2009. In addition to its now-annual Houston Cinema Arts Festival (HCAF) held in November, HCAS presents a variety of initiatives and programs, including a growing schedule of year-round screenings, events, educational and field building programming.

Houston Cinema Arts Festival, Houston's largest film festival, is the centerpiece of HCAS. This multi-venue and virtual festival includes over 50 short and feature-length narrative and documentary films, live performances, music, installations, panel discussions, free programming, student/youth focused programming, and two filmmaker competitions. Since 2009, HCAF has brought such notable guest artists as Guillermo Arriaga, Euzhan Paley, Tilda Swinton, Shirley MacLaine, Patricio Guzmán and Isabella Rossellini. Other names include Elegance Bratton, Lemohang Jeremiah Mosese, Joyce Chopra, Tracy Letts, John Turturro, Amber Tamblyn, Loira Limbal, Kimberly Rivers-Roberts, Ethan Hawke, Carrie Preston, Clement Mensah, Arthur Jafa, Robert Redford, Chuko and Arie Esiri, Joseph Kahn, James Ivory, Norris Wong, Julie Taymor, Lourdes Portillo, Akosua Adoma Owusu, and Adele Pham. The festival has also hosted Texas talents like Bassam Tariq, Richard Linklater, Channing Godfrey Peoples, Ja'Tovia Gary, Patrick Wang, Gracie Chavez, Ivette Lucas, Trey Edward Shults, Jonathan Caouette, Harrison Guy, Patrick Bresnan, DJ Red, Lisa E. Harris, Stephanie Saint Sanchez, Thomas Haden Church, Jefferson Pinder, Candice D'Meza, Ben DeSoto, and DJ Flash Gordon Parks.

Recent initiatives include presenting the Sundance Satellite programming in association with the 2021 Sundance Film Festival, Black Media Story Summit-Texas in partnership with Black Public Media and Austin Film Society, the short film competition CineSpace in collaboration with NASA, and the regional short film competition Borders | No Borders for residents of Texas, bordering states, and Mexico.

For more information, visit [www.cinemahtx.org](http://www.cinemahtx.org)

### **Box Office Manager Responsibilities:**

- Direct volunteers (e.g., ticket takers, greeters, ushers), patrons, and guest artists in an efficient manner with a positive and gracious attitude.
- Manage the festival ticketing system, Eventive, through the implementation of program and venue scheduling, managing ticket inventory, membership sales and benefits, reporting, and troubleshooting on behalf of all ticket buyers.
- Work closely with Operations and Artistic departments to plan and coordinate the logistical aspects of the Festival Box Office and ensure proper equipment, internet, phone set-up, etc.
- Coordinate with Operations and Festival Vendors for any badge, computer, tech, and printing needs or rentals.
- Train and supervise Box Office Staff and volunteers as needed.
- Provide daily admissions and membership sales reports to appropriate departments.
- Maintain a presence at Festival Venues as needed to handle customer issues appropriately.
- Oversee the standby and rush line ticketing process for all screenings. Coordinate with Operations and House Management and remain in constant communication leading up to screenings.
- Work with Marketing, Artistic, Outreach, and Operations to ensure proper communication regarding any changes to the programming are communicated to ticket buyers.
- At the conclusion of the Festival, work with Operations to reconcile all income through the Box Office.
- Provide a detailed final report and archived files following the Festival.

### **Experience and Qualifications:**

- Experience in Customer Service required; experience in Box Office Management is a plus.
- Experience in the ticketing system Eventive preferred.
- Understanding of technology required for ticketing and patron check-in, including electronic ticket scanners and QR codes.
- Strong interpersonal skills and confidence in approaching and directing patrons in a polite manner.
- Able to work independently, efficiently, and under deadline pressure.
- Excellent written and verbal communication skills.
- Detail-oriented and able to multitask in a fast paced environment.
- Access to a vehicle preferred.

### **Considerations regarding COVID-19:**

Houston Cinema Arts Society is strongly committed to the health and safety of our patrons, volunteers, and staff. As such, we will be strongly encouraging all Box Office Managers and other Festival Staff to be fully vaccinated against COVID-19 by their first date of employment. Considerations will be made for Festival staff who are unable to receive the vaccine due to other health concerns or religious beliefs. Any Festival Staff may be asked for their Vaccination Status at any time, and unvaccinated staff members will be required to submit to screening questionnaires, temperature checks, and regular testing for COVID-19.

### **HCAS Commitment to Diversity and Inclusion:**

Houston Cinema Arts Society is an Equal Opportunity Employer. We are committed to bridging cultural gaps and creating an environment of inclusion and equity for all. As such, HCAS does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital or familial status, sexual orientation, gender identity, veteran status or any other basis prohibited by local, state, or federal law. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+ individuals, and people with disabilities, veterans, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. Successful candidates will commit to an equitable and inclusive workplace, including but not limited to: racial equity, accessibility for individuals with disabilities, use of gender inclusive language, and cultural sensitivity.