

TICKETING MANAGER

The International Festival of Films on Art (Le FIFA) is a renowned cultural organization that has been celebrating the dialogue between cinema and the arts for over 40 years. Through its annual festival in March, its online platform ARTS.FILM, and active year-round programming, FIFA showcases documentary, media, interactive and immersive works dedicated to the arts and cultures in all their forms.

Our mission: to showcase the work of artists and film professionals, promote the creation of films about art, and make these works accessible to as many people as possible. It's an ambitious cultural project in constant evolution, at the heart of the artistic, cinematographic and digital worlds, both in Quebec and internationally.

Mandate:

Under the supervision of the General Manager, and in collaboration with the production team, the Box Office Coordinator's main responsibilities include coordinating the sale of Festival tickets, as well as assessing the need for box office and customer service employees, recruiting them and coordinating their tasks.

This includes, but is not limited to:

- Assessing the box office's needs in terms of human resources and equipment;
- Transmitting schedules and relevant data to the box office supplier;
- Following up on all details surrounding the release of tickets for sale;
- Meeting needs within the planned budget framework;
- Participating in the design of box office-related procedures;
- Extracting and manipulating data from the box office software, in order to provide requested lists and reports;
- Producing and distributing box office-related information (full screenings, additional screenings, etc.) internally and externally.);
- Book and follow up on producer and concession tickets;
- Recruit, train and supervise box office staff. and customer service agents;
- Set up and maintain the public information service;
- Respond to and manage problem cases with a constant concern for quality customer service;
- Manage the telephone line and e-mail box dedicated to festival-goers;
- Ensure the proper application of policies concerning spectator admission (concession or reduced-price tickets, line-cutting, etc.); Ensure the management of the festival's financial and human resources.);
- Manage box office accounting on a daily basis during the Festival (cash reports, deposits, etc.);
- Submit box office and attendance reports at the end of the mandate;
- Perform any other related tasks.

Skills required:

- Excellent communication skills in French and English
- Organizational skills, priority management and proactivity
- Problem-solving skills and ability to work under pressure
- Ability to manage several files simultaneously
- Excellent teamwork skills
- Good analytical skills and ability to interpret data
- Knowledge of the Office suite and the Mac environment
- Customer service experience

Required qualities:

- Self-reliance and resourcefulness
- Thoroughness and meticulousness
- Stress tolerance
- Tact, diplomacy and professionalism
- Open-mindedness, empathy and respect for others
- Good planning and organizational skills
- Availability evenings and weekends, in the run-up to and during the event

Conditions of employment:

Type of position: temporary full-time (40h/week)

Duration: from January 5 to April 17, 2025

Location: 5333, avenue Casgrain, suite 403, Montreal, H2T 1X3

To apply: send us your CV and cover letter by October 30, 2025 to info@lefifa.com, specifying the position you are applying for in the subject line.

The International Festival of Films on Art is committed to building a skilled workforce that reflects diversity. We encourage applications from women, Aboriginal people, visible minorities, ethnic minorities and people with disabilities, as well as people of all sexual orientations and identities.

Only those selected for an interview will be contacted.