

POSITION DESCRIPTION 2025

Melbourne International Film Festival

POSITION TITLE: Box Office Casual

REPORTS TO: Box Office Manager, Data and Ticketing Manager, Box Office and Ticketing Coordinators

CONTRACT: Pre-Festival 11 July-6 August
Festival 7-24 August

REMNUERATION \$33.73 per hour inclusive of casual loading, paid in accordance with Cinema Worker Level 2 of the Broadcasting, Recorded Entertainment and Cinemas Award. This rate is subject to change on 1 July 2025 as per the Award.

Key Tasks Include:

- Providing excellent frontline customer service to Melbourne International Film Festival (**MIFF**) customers
- Providing accurate information on festival events and operations to MIFF customers
- Processing sales at various festival venues including counter sales and telephone bookings
- Assisting the Front of House team in managing standby queues
- Assisting the ticketing team in responding to customer enquiries in the MIFF box office inbox
- Providing a daily feedback report to the ticketing team, communicating any problems, delays, risks and concerns to the appropriate staff, together with recommended solutions if and where possible
- Any other duties as reasonably required by the Box Office Manager, Data and Ticketing Manager or Coordinators

- Key Expectations:**
- To arrive to all shifts on time and use Deputy to sign in and out and keep a record of hours worked
 - To adhere to all Filmfest/MIFF policies and procedures, including OH&S, presenting a positive image of the festival and its program
 - To ensure that all MIFF COVIDSafe guidelines are adhered to
 - To communicate immediately with the Box Office Manager if unable to attend any rostered shift
 - To maintain high levels of customer service when engaging with patrons of MIFF
 - To take initiative and troubleshoot where necessary
 - To maintain a high level of accuracy when processing bookings
 - To assist Front of House in the event of an evacuation or emergency
 - In the case of incidents, including medical emergencies, Box Office Staff are responsible for following MIFF incident reporting protocols
 - To adhere to MIFF's Access Initiatives, ensuring you understand MIFF's accessibility policies, use accessible language, are trained on how to process access bookings, and provide outstanding customer service to any MIFF patrons living with disability
 - Demonstrate willingness to assist other staff when necessary and contribute to a positive and safe working environment
 - Consistently display respectful behavior towards staff, guests, volunteers, MIFF Circle patrons, members and all MIFF customers.

INHERENT PHYSICAL REQUIREMENTS

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Primary Actions:

- Communicating with public; assisting ticketholders and guests
- Processing ticket sales on ticketing system
- Position duties require extended periods of sitting at a desk, chair may be adjustable
- Use of computer, ability to navigate complex database systems, consistent use of screens
- Shifts are 3+ hours in length

Secondary Actions:

- Use of voice projection to make announcements
- Duties could take place in brightly lit spaces, dark cinema spaces and/or outdoor spaces
- Low to medium manual handling

- Position may require periods of standing, use of stairs

| ACTION | Never | Occasional | Frequent | Continually |
|---|-------|------------|----------|-------------|
| Sitting | | | X | |
| Standing | | X | | |
| Walking | | X | | |
| Steps or Stairs | | X | | |
| Squatting or kneeling | | X | | |
| Bending or twisting | | X | | |
| Working at heights < 2m | | X | | |
| Working at heights > 2m | X | | | |
| Working with hands above shoulder height; reaching forwards or sideways | | X | | |
| Gripping or grabbing | | | X | |
| Fine hand coordination (typing on smartphone; iPad; computer) | | | X | |
| Eye coordination (use of smartphone/computer screen) | | | X | |
| Carrying of equipment/printed materials/other | | X | | |
| Lifting floor to waist; waist to height | | X | | |
| Lifting above shoulder height | X | | | |
| Pushing or pulling | | X | | |
| Shift work/long hours | | X | | |
| Driving (as part of position) | X | | | |