

## POSITION DESCRIPTION

### ABOUT MIFF

Founded in 1952 and now in its 74th edition, the Melbourne International Film Festival (MIFF) is a highlight of Australia's cultural calendar, with a long history of bringing Victorians the story of the world through unforgettable screen experiences. Held over 18 days in August and spanning events across metropolitan Melbourne and regional Victoria, MIFF is the largest film festival in the Southern Hemisphere and the world's largest showcase of new Australian cinema.

MIFF returns in 2026 with the most anticipated titles from the world's greatest festivals – from Cannes and Sundance to Rotterdam, Berlinale and beyond – and with its vibrant showcase of the local screen sector's brightest stars. Presented alongside its feature film program are a suite of shorts, cutting-edge XR works, galas, special events, MIFF Talks, festival guests, the MIFF Awards and the Bright Horizons international film competition: one of the richest feature film prizes in the world. Alongside the metropolitan screening program, the festival presents MIFF Regional, MIFF Schools and a selection of titles on its streaming platform.

Alongside the public festival program, MIFF runs industry-focused and capacity-building programs: the co-financing fund Premiere Fund, the talent incubator program Accelerator Lab, the screen content co-production and financing market 37°South, and the Critics Campus program for emerging arts/film critics.

**Our Vision:** An enlightened, inclusive, engaged society through film.

**Our Mission:** To bring you the story of the world through curated and unforgettable screen experiences.

**Core Values:** Creativity, inspiration, integrity, independence.

Filmfest Limited is the parent company that trades as MIFF and MIFF Industry, and is a registered charity under the Australian Government's Register of Cultural Organisations.

### ABOUT THE ROLE

The Box Office Manager oversees all aspects of box office operations to ensure a seamless festival experience for attendees and operations staff. They lead and support the Box Office in providing excellent customer service to both internal and external customers. Responsibilities include recruiting, training and supervising staff; managing ticket sales; reconciling finances; and ensuring compliance with MIFF policies. They coordinate box office set-up across all venues, oversee pass distribution, handle ticketing expenses, and troubleshoot technical issues.

<b>POSITION TITLE</b>	Box Office Manager
<b>CONTRACT DATES &amp; HOURS</b>	<p>0.8 FTE (part-time): 27 April – 8 May 2026</p> <p>1.0 FTE (full-time): 11 May – 28 August 2026</p> <p>0.6 FTE (part-time): 31 August – 6 September 2026</p> <p>Reasonable additional hours including nights and weekends are required to be worked during the peak festival period (in July and August).</p> <p>The above hours will be completed across a 7 day roster from 6 July to 23 August 2026.</p> <p>It is a requirement of this position that you are able to work, and do so in the MIFF office, in the months of June to August, during which time no significant periods of annual leave are likely to be approved.</p>
<b>FESTIVAL DATES</b>	<p>6–23 August 2026</p> <p>Some hybrid work may be possible outside the festival delivery period.</p>
<b>LOCATION</b>	<p>Bourke Street, Melbourne CBD</p> <p>ACMI, Federation Square, Flinders St, Melbourne CBD</p>
<b>SALARY</b>	\$79,464.50 per annum / pro-rata + superannuation

## ORGANISATIONAL RELATIONSHIPS

**Reports to:** Head of Systems and Tickets

**Direct reports:** Box Office Coordinator, Box Office casual team

**Member of team:** The Systems and Ticketing team is responsible for the set-up and maintenance of the ticketing system, managing the sale and distribution of tickets for events. They provide excellent customer service to patrons and other stakeholders as well as handling financial transactions. The team also coordinates film data required for the program and manages session data in Airtable.

**Key interactions:** Head of Systems & Ticketing, Data & Ticketing Manager, Membership & Philanthropy Coordinator, All Departments

## AREAS OF RESPONSIBILITY AND DUTIES

<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Provide a high level of customer service and support the Box Office team to provide exemplary customer service to all MIFF audiences</li> <li>• Assist with the updating of terms and conditions and support documentation</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• Recruit, roster and train the casual Box Office team</li> <li>• Supervise Box Office staff to maintain satisfactory customer service levels</li> <li>• Oversee the sales reconciliation of Box Office staff at the end of each shift</li> <li>• Maintain current and accurate staff records in Ferve, Airtable and Deputy</li> <li>• Detail MIFF policies and procedures to all staff under your supervision</li> <li>• Gather staff feedback for every shift</li> </ul>
<b>Box Office set-up</b>	<ul style="list-style-type: none"> <li>• Set up Box Office HQ and Box Offices, including coordinating with venues and IT suppliers, and coordinate Box Office computer set-up</li> <li>• Assist with the delivery, set-up and support of ticket scanners</li> <li>• Liaise with the Head of Systems &amp; Ticketing on the budget for all ticketing and Box Office expenses</li> </ul>
<b>Internal ticketing</b>	<ul style="list-style-type: none"> <li>• Process and distribute MIFF's complimentary ticketing requests</li> <li>• Work with Philanthropy team to process and distribute Passports to Members and other MIFF Patrons.</li> <li>• Establish a process to distribute passports and other Membership materials to Members throughout the festival at the Box Office HQ</li> <li>• Process and distribute staff and festival team passes with the Data &amp; Ticketing Manager</li> <li>• Establish a process to track RSVPs and distribute event tickets to hand over to the event ticket coordinator</li> <li>• Support the Head of Systems &amp; Ticketing in the set-up and delivery of any ticketing offers or other sales initiatives</li> </ul>
<b>Sales &amp; support</b>	<ul style="list-style-type: none"> <li>• Oversee all counter sales and telephone bookings</li> <li>• Support the Box Office team in ensuring that online ticket sales are being processed and the system is running efficiently</li> <li>• Troubleshoot issues arising in the Ferve platform, and where necessary use the relevant client support system to report problems in a timely fashion</li> <li>• Ensure that Box Office staff follow cash procedures (where cash is accepted) and support the daily securing of any cash</li> <li>• Liaise with the Finance Manager on cash-handling procedures and ensure systems are in place to ensure the daily secure and safe banking of any cash received</li> <li>• Troubleshoot customer issues where necessary</li> <li>• Assist in the distribution of Membership cards and festival passes</li> </ul>
<b>Database assistance</b>	<ul style="list-style-type: none"> <li>• Assist the Data &amp; Ticketing Manager during the festival period to ensure session changes are actioned across Airtable, Ferve and Shift72 in a timely manner</li> <li>• Assist with the creation of seating maps in the Ferve ticketing system as required</li> </ul>

	<ul style="list-style-type: none"> <li>• Other assistance as required</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>• Support audiences who have specific access requirements to book in for screenings or streamed films</li> <li>• Communicate all specific customer requirements to the Festival Operations team for all in-cinema screenings in a timely fashion</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Write a nightly report during the on-sale and festival periods outlining any issues or incidents from the day</li> <li>• Provide a written report at the end of the festival, including recommendations for future improvement</li> <li>• Ensure ticketing reports are updated as required</li> </ul>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Attend regular Systems &amp; Ticketing department catch-ups</li> <li>• Attend the daily festival meeting and other staff meetings where required</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Perform any other tasks and duties as reasonably directed by your manager</li> </ul>
<b>Maintaining good relationships with MIFF staff and stakeholders</b>	<ul style="list-style-type: none"> <li>• Contribute to positive staff morale and maintain professional and productive working relationships with MIFF core and contract staff</li> <li>• Demonstrate a willingness to assist other staff when necessary</li> <li>• Contribute to a positive working environment</li> <li>• Display respectful behaviour towards other staff members and festival patrons</li> <li>• Communicate any problems, delays, risks or concerns to your manager immediately and recommend solutions where possible</li> <li>• Maintain confidentiality of all MIFF information and intellectual property</li> </ul>
<b>Adhering to MIFF's Code of Conduct and HR policies</b>	<ul style="list-style-type: none"> <li>• MIFF is committed to a respectful, safe and inclusive workplace that is free from discrimination, harassment, sexual harassment, bullying and victimisation. All MIFF staff and volunteers are expected to adhere to MIFF's Code of Conduct. The Code of Conduct and HR Policies will be provided upon acceptance of the role.</li> </ul>

## EXPECTED PHYSICAL REQUIREMENTS

Below is an outline of the expected physical requirements and environmental conditions you will likely encounter while carrying out this position. If you require assistance or accommodations to work within these conditions, or if you require any more information, please contact [jobs@miff.com.au](mailto:jobs@miff.com.au).

### Primary Actions/Conditions

- Working at a computer for extended periods of time in an indoor air-conditioned office with carpeted floors
- Walking to assist staff in other venues

### Secondary Actions/Conditions

- Moving equipment and materials (such as program bundles) from one venue to another

Action/Condition	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 (i.e. working with hands above shoulder height)	X			
Working at heights >2m	X			
Reaching forwards or sideways		X		
Gripping or grabbing		X		
Typing on a smartphone, iPad or computer				X
Working in front of a screen (e.g. smartphone or computer)				X
Carrying of equipment		X		
Lifting floor to waist; waist to height			X	
Lifting above shoulder height		X		
Pushing or pulling			X	
Varied hours and shift duration			X	
Driving (as part of position)		X		

## ABOUT YOU

Below are the **key selection criteria** for this role.

### Essential

- Strong organisational and administrative skills, with extremely high-level attention to detail, follow-through and the ability to multitask
- Demonstrated experience in delegating tasks, establishing priorities and managing competing deadlines for yourself and direct reports
- Demonstrated experience rostering a team and managing changes as required
- Experience with Airtable or a similar digital project management / database tool
- Experience with Ferve or a similar ticketing system
- Excellent communication skills and the ability to build and maintain effective relationships with internal and external stakeholders
- Ability to work in a fast-paced festival environment, adjusting priorities as required and carrying out duties calmly under pressure
- Willingness to work a flexible work schedule, including evenings and weekends especially during the peak planning period and festival delivery season

### **Desirable**

- Experience in recruiting and onboarding staff effectively, including developing recruitment strategies, conducting staff interviews and training
- Experience coordinating bump-in and bump-out processes
- Experience working in large-scale festivals/events
- Experience managing a budget and enacting cost-saving measures

### **HOW TO APPLY**

Submit your application [here](#). Applications close at **11.59pm AEDT, Thursday 5 March**.

When applying, you must include the following:

- A cover letter addressing the key selection criteria above (no more than two pages)
- Your CV (no more than two pages).

For any queries, contact Jaymie Bandrowski, Head of Systems and Ticketing, at [jobs@miff.com.au](mailto:jobs@miff.com.au) with 'Box Office Manager position' in the subject line.

MIFF is an inclusive and equal-opportunity employer, and welcomes applications from everyone. We especially encourage applications from Aboriginal and Torres Strait Islander people, members of the LGBTQIA+ community, culturally diverse people, d/Deaf people, neurodivergent people and people living with a disability.