



a Visual Communications production

LOS ANGELES ASIAN PACIFIC FILM FESTIVAL

No. 35 | May 2 - May 10, 2019

festival.vcmedia.org

Job Title: Festival Ticketing Manager

Term of Contract: February 24, 2019 – May 31, 2019

Pay: TBD Stipend (Part-time, full-time during Festival Week, exempt, temporary, no benefits)

Job Description:

The Festival Ticketing Manager is an independent contractor, not an employee of Visual Communications. As an independent contractor, the consultant is paid for services rendered, and is in control of the means and manner of carrying out the project, within policies of conduct and procedure set forth by Visual Communications.

The Festival Ticketing Manager will be in charge of all ticket and pass sales prior to and during the Los Angeles Asian Pacific Film Festival (May 2-10, 2019). Ticketing Manager will execute best practices when, working alongside team members from the Guest Services, Sponsorship and Programming departments, to produce an excellent customer experience for our Festival patrons.

The Ticketing Manager reports directly to the Operations Director, the Executive Director of Visual Communications, and will work closely with entire Festival staff.

The Festival Ticketing Manager will need to work at least 3 days per week at the Festival office in Little Tokyo/DTLA. During Festival Week (May 2-10, 2019), and 2 weeks prior, the Box Office Coordinator will need be on-site every day.

If applicable, academic credit may be offered in addition to financial compensation.

Duties and Responsibilities:

- Receive and process ticket orders via Internet, phone and email for general public, Festival guests, and Visual Communications members
- Work with staff to fulfill ticket requests from sponsors, artists, community co-presenters and special guests
- Map out ticket orders (general sales, badge levels) for each ticketed program, and generate weekly sales reports
- Participate in weekly Festival Staff meetings
- Participate in conference calls and/or meetings with vendors and select event partners
- Train Box Office Associates to handle ticketing platform to process ticket orders (general sales, and ticket comps).
- Schedule and train Box Office Associates to handle ticket sales at each Festival venue on the Festival ticketing system



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- Assist Festival attendees in fulfilling ticket orders during Festival Week
- Provide a Festival wrap-up report to include: Festival sales accounting, notes on timeline and logistics/efforts executed within Box Office Department, recommendations for the department

Qualifications:

- Possess a valid California driver's license and automobile insurance
- Excellent written and verbal communication skills
- Attention to detail; strong organizational skills.
- Ability to work independently and multi-task in a fast-paced environment
- Ability to provide courteous and efficient customer service
- Ability to work in and contribute to a happy box office environment
- Internet proficiency and Fluency in Google Drive (Docs, Sheets) and Mac-based applications including MS Office, Adobe Suite
- Interest in cinema and film festival experience a plus
- Ability to work with (and learn from) diverse ethnic communities and individual personalities
- Knowledge of Southern California's Asian American communities and organizations a plus

To apply:

Please send a resume and cover letter to:

Francis Cullado, Executive Director, VISUAL COMMUNICATIONS

via email to francis@vcmedia.org. No phone calls, please.

About Visual Communications:

Our mission is to develop and support the voices of Asian American & Pacific Islander filmmakers and media artists who empower communities and challenge perspectives. Founded in 1970 with the understanding that media and the arts are powerful forms of storytelling, Visual Communications creates cross cultural connections between peoples and generations.

Our programming includes: the annual Los Angeles Asian Pacific Film Festival and year-round screenings and exhibitions; the Armed With a Camera Fellowship for Emerging Media Artists; the Digital Histories media production and storytelling project for older adults; and C3: Conference for Creative Content. We are home to the VC Archives, one of the largest photographic and moving image archives on Asian Pacific experiences in America.

Visual Communications is an equal opportunity employer.