



SOUTH YUBA RIVER CITIZENS LEAGUE
313 Railroad Ave. #101
Nevada City, CA 95959
(530) 265-5961



TITLE: Ticket Manager

REPORTS TO: Festival Producer

JOB STATUS: Contractor

DATES: October 2017 – January 31, 2018

LOCATION: Nevada City, CA

JOB DESCRIPTION: The Wild & Scenic Film Festival is a program of the South Yuba River Citizens League (SYRCL), a watershed conservation organization located in Nevada City, CA. Created in 2003, this 5-day festival draws more than 7,500 attendees and launches an annual On Tour program designed to raise awareness and encourage grassroots environmental action internationally. Additionally, this festival is SYRCL's largest annual fundraising effort and proceeds fund SYRCL's other programmatic work.

The Ticket Manager works on a team in the production of the largest festival of its kind in the US, taking place each January in Nevada City, CA. Under the supervision of the Festival Director, the Ticket Manager is responsible for all aspects of ticketing for SYRCL's Wild & Scenic Film Festival, taking place January 11-15, 2018 in Nevada City and Grass Valley, CA.

RESPONSIBILITIES:

- Order and manage all ticket and general pass production
- Organize cash boxes for in office and HQ ticket sales
- Manage Ticket database
 - Entering/updating ticket types into database
 - Enter and track filmmaker tickets
 - Enter and track all other complimentary tickets (sponsors, guests, bed hosts, musicians, etc.)
 - Ensure entry of all ticket orders into database
- Update website during fest for available seats at all venues
- Manage online, in person, phone, and at event sales
- Manage and process all ticket payments including cash, check and credit card sales
- Process all ticket orders received
- Train and utilize volunteers as needed, including sales
- Assist in production all needed custom badges
- Create, print, and double check will call list
- Provide reports on ticket sales as requested
- Oversees ticket sales and management during festival weekend
- Produce reports on final ticket sales on the following:
 - No. sold by event
 - No. sold by type
 - Sales by zip code
 - Sales by region (Bay Area, Sacramento, Chico, Nevada County, Reno/Tahoe, International)

- Total number of tickets sold
- Total number of unique attendees (best estimate)
- All data export formatted for import into SYRCL's main database (details to be provided)
- Produce written report on Ticket Manager job, submitted to Film Festival Director by the end of January 2018

QUALIFICATIONS:

Experience working in a high energy office setting and a drive to do what it takes to get the job done well; non-profit work experience a plus. Ability to work cooperatively with staff and volunteers. Demonstrates initiative, is conscientious and provides follow-through on areas of responsibility and is detail-oriented with excellent organizational skills. Computer skills required including proficiency with Word, Excel and basic graphic design programs (e.g. Publisher, Photoshop, InDesign, etc.). Excellent verbal and writing skills. Bachelor's Degree required. Positive, self-motivated, and quick learning performer highly valued. This position requires confidentiality and a sense of humor is a must.

Occasional evening and weekend work is required.

SAMPLE SCHEDULE:

October and November at the SYRCL Office– TRAINING and getting tickets and badges ready for sale
 Week of December 4th SYRCL Office – MAIL TICKETS
 Week of December 11th SYRCL Office – MAIL TICKETS
 Week of December 18th SYRCL Office – MAIL TICKETS
 Tuesday, December 26th SYRCL Office 11-4pm –TIX SALES, MAIL TICKETS, COMP TICKET ENTRY
 Wednesday, December 27th, SYRCL Office 11-4pm–TIX SALES, MAIL TICKETS, COMP TICKET ENTRY
 Thursday, December 28th SYRCL Office 11-4pm–TIX SALES, MAIL TICKETS, COMP TICKET ENTRY
 Friday, December 29th SYRCL Office 11-4pm - TIX SALES, MAIL TICKETS, COMP TICKET ENTRY
 Tuesday January 2nd SYRCL Office 11-5pm – TIX SALES
 Wednesday, January 3rd SYRCL Office 11-5pm – TIX SALES
 Thursday, January 4th SYRCL Office 11-5pm – TIX SALES
 Friday, January 5th SYRCL Office 11-5pm – TIX SALES
 Monday, January 8th SYRCL Office 11-5pm – TIX SALES
 Tuesday, January 9th SYRCL Office 11-5pm – TIX SALES & TRAIN HQ TIX SELLERS at HQ evening
 Wednesday, January 10th SYRCL Office 11-5pm – TIX SALES
 Thursday, January 11th SYRCL Office 11-5pm – FEST
 Friday, January 12th HQ 9-9pm - FEST
 Saturday, January 13th HQ 9-9pm - FEST
 Sunday, January 14th HQ 8-8pm – FEST
 Monday, January 15th HQ 9-2pm – FEST

PHYSICAL REQUIREMENTS:

This position requires frequent computer use and occasional lifting of up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION:

Wild & Scenic Film Festival Ticket Manager: \$1,750

TO APPLY:

Please email jennifer@wildandscenicfilmfestival.org with your resume and cover letter by October 13th.