

# **East Coast Music Conference and Awards - Sydney, Cape Breton**

## **Job Opportunity**

**Title: Box Office Manager**

**Duration: 9 weeks (February 18 to April 20, 2016)**

**Contract Fee: \$3800.00**

**Employer: East Coast Music Association Inc.**

The East Coast Music Association is currently seeking a Box Office Manager for East Coast Music Week 2016 located in Sydney, Nova Scotia. The successful candidate will be based in the Sydney or Halifax area and under the direct supervision of the Event Operations Manager (Halifax) the Coordinator is responsible for the smooth operation of all aspects of the event ticketing and registration.

### **General Tasks:**

Management of the ticketing systems for East Coast Music Week 2016, provided by TicketPro.

- Coordination of East Coast Music Week single and group ticket and pass sales.
- Coordination of registration and complimentary tickets for ECMW sponsors, working closely with the Sponsorship team.
- Working with the Operations team to create and manage general public and industry ticketing and attendance tracking at all events.
- Responsibility for cash and credit reconciliations for all ticket and pass sales and for creating and providing sales reports in a timely manner.
- Overseeing the Front of House (FOH) Manager who will coordinate FOH Operations at all venues.
- Working with FOH Manager to coordinate VIP Seating at the Gala Awards show, including managing seating teams.
- Maintaining frequent email and phone communication with ECMA members, general public, and industry stakeholders.
- Supervising a large team of volunteers and providing training on ticketing/scanning system, venue management and cash reconciliations.
- Front-line representation of the ECMA at East Coast Music Week.

#### Qualifications:

- Experience in ticketing systems and customer service an asset.
- Strong working knowledge of Microsoft Excel.
- Proficiency in the use of CMS systems and database management.
- Demonstrated ability to work independently but collaboratively and with excellent communication practices.
- Proven ability to multi-task within a fast-paced, demanding environment of competing priorities.
- Experience with other cultural events an asset.
- Exceptional interpersonal, verbal and written communication skills.
- Specific experience with, or knowledge of, the regional music scene, and multi-event operations is also desirable.
- Bilingualism an asset.

#### Requirements:

- Applicants must be able to work from home.
- Must be willing to work flexible hours including evenings and weekends, particularly during the East Coast Music Week event (April 13-17, 2016).

#### To Apply:

Interested individuals can apply by submitting a resume and cover letter to the following email address: [operations@ecma.com](mailto:operations@ecma.com). **Applications must be received by 5:00pm AST, January 29, 2016. Only individuals chosen for interviews will be contacted.**