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CHARITABLE #870021383 RR 0001

The Toronto Reel Asian International Film Festival (Reel Asian) is Canada's largest pan-Asian film festival showcasing films and videos by South, East and Southeast Asian artists from Canada, US and around the world. This year Reel Asian celebrates its 25th year with 10 days of film screenings, industry panels, and special events. Reel Asian takes place November 10-19, 2021, and will be presented digitally with online access across Canada!

The Box Office Concierge Team makes up the on-demand live chat helpdesk team that assists audience members that need help to access online festival content. The team will largely deal with the public customers.

QUALIFICATIONS & EXPERIENCE

- Highly detail-oriented
- Prior film festival box office experience required - ideally with Elevent and CineSend
- Prior experience with Help Scout or other help desk management software preferred
- Strong communication skills, particularly in an online environment
- Robust stable internet connection without bandwidth caps
- Able to represent Reel Asian professionally
- Ability to multi-task and work in a team
- Ability to work under changing conditions and tight timelines
- Takes initiative to problem solve

PRIMARY RESPONSIBILITIES

Assist customers using the HelpScout platform to troubleshoot access issues to online screenings or events

Provide vouchers if necessary to resolve customer service issues

This position is executed remotely from your own home

COMPENSATION

This position is paid \$15/hr, with a guarantee of 20 hrs. All compensation will be paid after the festival.

TIME COMMITMENT:

November 1-7, 2021 – 3hrs of paid training, at a time to be arranged that is mutually amenable.

November 10-19, 2021 – Minimum 5 shifts at 4hrs/shift. Shifts will be assigned by management.

SHIFTS: NOV 10 - 13

Afternoon Shift	3:00PM	7:00PM	4hrs
Evening Shift	5:00PM	9:00PM	4hrs
Night Shift	7:00PM	11:00PM	4hrs

SHIFTS: NOV 14 - 19

Afternoon Shift	2:00PM	6:00PM	4hrs
Evening Shift	6:00PM	10:00PM	4hrs

HOW TO APPLY

Please submit your resume and letter of intent to Nicolas Uribe, Box Office Concierge Manager by email to boxoffice@reelasian.com with “2021 Box Office Concierge Team” in the title no later than October 29th at 5:00PM. All applications will be reviewed but only those selected for interviews will be contacted.

QUESTIONS?

For more information about Reel Asian, visit www.reelasian.com