

Founded in 1997, the Toronto Reel Asian International Film Festival (Reel Asian) is a unique showcase of contemporary Asian cinema and work by the Asian diaspora. As Canada's largest pan-Asian film festival, Reel Asian provides a public forum for Asian media artists and their work and fuels the growing appreciation for Asian cinema in Canada. In addition to the annual film festival, Reel Asian organizes year-round programming and educational initiatives in partnership with local schools and arts organizations around the GTA. Reel Asian will be celebrating its 30th anniversary festival this November.

The **Box Office (BXO) Assistant** reports to the **Box Office (BXO) Captain**

PRIMARY PRE-FESTIVAL RESPONSIBILITIES

- train under & work with the **BXO Captain** in completing the Elevent programming (ticketing) aspects of the festival
- assist the **BXO Captain** in preparing and packaging departmental and supplemental comps for inside ticketing
- work with marketing to allocate discount codes for "flash sales" in the advance period
- fulfill requests for barrier-free access to festival screenings and events

PRIMARY FESTIVAL RESPONSIBILITIES

- run the public ticketing operations of the Festival BXO at TIFF Lightbox & Venue BXO at other festival venues
- familiarize festival staff in the public ticketing side of the Elevent platform & supervise box office volunteers
- monitor the boxoffice@reelasian.com email account and respond to customer service inquiries – in particular guests with disabilities who want to book barrier-free seating
- facilitate group sales for members of the public who want to buy more than ten in-theatre tickets for any one show
- work with marketing to allocate discount codes for "flash sales" during the festival period

The position is ideally suited for a box office person with prior experience with the Elevent platform. You should be outgoing and can deal with the public in a friendly and professional manner.

This position is a seasonal contract from September 14 thru December 4, 2026. The BXO Assistant will be expected to summarize their learnings and document the key processes of their engagement and participate in a departmental post-mortem sometime in December, 2026. The remuneration for this contract is \$5544 based on \$18/hr for an estimated total of 308 hours.

The work schedule for this position will be as follows:

September 14 – October 2, 2026	3 wks (remote)	16 hours (2 days) / week	48 hrs
	3 wks (in office) ¹	4 hours (½ day) / week	12 hrs
October 5 – October 23, 2026	3 wks (remote)	24 hours (3 days) / week	72 hrs
October 26 – November 6, 2026	2 wks (in office)	24 hours (3 days) / week	48 hrs
November 9 – November 22, 2026	14 days (on site)	8 hours / day (FT)	112 hrs
November 23 – December 4, 2026	2 wks (yr choice)	4 hours (½ day) / week	8 hrs
postmortem in December 2026			8 hrs
TOTAL APPROXIMATE TIME COMMITMENT			308 hrs

The workflows of this position are subject to variability so the work schedule is only a guideline; and remuneration will not be adjusted even if actual hours worked vary somewhat from the proscribed schedule.

¹ in-office hours during the Sep 28-Oct 2 period is designated for training with the Box Office Captain

HOW TO APPLY

Please submit your resume to **Chris Chin, Sr Operations Manager** by email to jobs@reelasian.com with **2026 Box Office Assistant** in the title. 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