



**Whānau
Mārama**
New Zealand
International
Film Festival

NEW ZEALAND FILM FESTIVAL TRUST JOB DESCRIPTION

Position: Wellington Ticketing and Box Office Manager

Reporting to: National Ticketing Manager

OUR PRIMARY PURPOSE / KAUPAPA

To develop, support, encourage and enhance knowledge, awareness and an understanding of international moving picture culture in New Zealand.

OUR DIRECTION / VISION / TIROHANGA WHĀNUI

Provide a platform for artistic outreach with high standards of presentation (both on and off-screen) that is independent, authentic, trusted and unique, and valued by both film-goers and filmmakers.

OUR DESIRED OUTCOMES / NGĀ WHĀINGA

- Premium annual international film festival
- Long-term viability
- Rewarding, dynamic and inclusive audience experience
- Beneficial relationships with stakeholders

Whānau Mārama: New Zealand International Film Festival (NZIFF) is an annual event, operated by a Charitable Trust, the New Zealand Film Festival Trust (NZFFT). The Trust is a professional, non-profit, non-political organisation with the aim of fostering interest in film and encouraging a high standard of film creation and appreciation.

NZIFF 2026 will screen in 10 centres from 29 July – 9 September. The film festival is an eagerly awaited and anticipated cultural highlight. The curated programme caters every year to a wide audience throughout the country.

The NZFFT national office is based in Wellington, with a secondary office in Auckland. A core permanent team runs the film festival operations with additional short-term contractors in place during the months spanning the lead-up to and delivery of the festival.

ROLE DESCRIPTION / NGĀ RAUKURA O TE TŪRANGA

This role is responsible for the management of ticketing for NZIFF in Wellington, working to ensure effective, accurate and efficient sales of tickets, and timely and accurate reporting on ticketing activity. The role also provides administrative support to the Wellington festival team and assists with the coordination of NZIFF events. The role has some supervisory and staff training components, including training festival cashiers.

TERM OF CONTRACT / TE ROA O TE MAHI TAHI

This is a fixed-term contract position for the period of 8 June to 6 September 2026 based in Wellington.

REMUNERATION / PUTEA

\$78,000FTE (pro-rated).

REQUIRED SKILLS AND EXPERIENCE / NGĀ PUKENGA

- Experience in management of ticketing operations
- Experience either in cinema box office management or working in festival/event ticketing
- Excellent customer service skills
- Demonstrated conflict resolution and problem-solving skills
- Experience instructing and supervising others
- Ability to work under pressure, identify and effectively manage stress in self and others
- Advanced verbal, written and interpersonal communication skills
- Advanced time management, organisational and multi-tasking skills with high attention to detail
- Intermediate skills in Microsoft suite, Dropbox, and project management platforms (preferably Airtable) with an ability to learn new systems quickly
- Full, clean driver's licence

KEY RESPONSIBILITIES / NGĀ TAKOHANGA

TICKETING

- Manage the Wellington ticketing operation including managing pre-sale box office set-ups, to ensure effective, accurate and efficient sales of tickets and ensure timely and accurate reporting on these activities.
- Coordinate the installation of equipment as and where required, including training users.
- Ensure efficiency of all booking processes, including successful integration with the website.
- Supervise the NZIFF box offices in Wellington, ensuring correct processes are being followed.
- Work with Promotions Team to effectively manage group bookings.
- Manage and facilitate in-house ticketing for NZIFF in Wellington including NZFFT Board, staff, guest, media, distributor and filmmaker ticketing.
- Provide daily ticket sales reports from the pre-sale period through to end of festival.
- Oversee the financial reporting and reconciliation of Wellington box office revenue.
- Ensure display of classification requirements are met.
- Manage the prompt and effective resolution of customer complaints, issues or queries.

STAFF MANAGEMENT

- Recruit, roster and train NZIFF box office cashiers for delivery of Wellington ticketing operations.
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FINANCIALS

- Track and record costs for related activity.

REPORTING

- Provide regular reporting as required.
- Provide report at the conclusion of the contract including recommendations for future improvements.

KEY RELATIONSHIPS FOR THE WELLINGTON TICKETING AND BOX OFFICE MANAGER / NGĀ PIRINGA

- NZIFF staff, contractors, and volunteers
- Venue management and staff
- NZIFF audience members
- Advertisers, sponsors and funders
- Filmmakers and guests
- Cultural agencies of local, national and international governments
- Rightsholders – distributors, sales agents, production offices
- Community groups
- Industry associations
- NZFFT trustees
- External suppliers