

# SYDNEY FILM FESTIVAL

## POSITION DESCRIPTION

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| <b>Position Title</b> | Box Office Staff Casual   |
| <b>Reporting to</b>   | Box Office & Access Coordinator   |
| <b>Pay Rate</b>       | \$34.90 per hour – Cinema Worker Level 2  |
| <b>Contract Dates</b> | From 26 May – 14 June 2026  |
| <b>Hours of Work</b>  | Casual positions with a variety of day & evening shifts at SFF offices & Cinema venues, including weekends & public holidays. |

The Sydney Film Festival (SFF) is one of the longest running events of its kind in the world.

The annual June Festival brings the best new films from Australia and around the world to audiences in Sydney. As well as 200+ features, shorts, retros, and documentaries from over 50 countries across 250+ sessions at around eight Sydney-wide venues across 12 days. The Festival is celebrating its 73rd Festival in 2026 between 3 – 14 June.

The Festival hosts several awards to recognise excellence in filmmaking, including the Official Competition, Documentary Australia Award for Australian Documentary, and Dendy Awards for Australian Short Films (which are Academy Award eligible) incorporating fiction, animation, and screenplay categories.

SFF also presents the Travelling Film Festival, taking mini festivals to 19 venues across regional NSW, the Northern Territory and regional Queensland. SFF receives funding from federal, state, and local government, corporate sponsorship, and philanthropic donations.

## OVERVIEW OF THE POSITION

Box Office Staff Casuals will ensure the delivery of excellent customer service at Festival venues throughout the 2026 Sydney Film Festival. The successful applicants will enjoy working as part of a team in a busy environment and be able to juggle multiple tasks concurrently.

The Box Office Staff will be casually employed to sell tickets at the State Theatre, Event Cinemas George Street, State Library of NSW, Sydney Opera House, Palace Cinemas, Dendy Newtown, Randwick Ritz, Hayden Orpheum Cremorne, the Art Gallery of NSW as well as the contact centre located at our head office at The Rocks. They will be the face of the 2026 Sydney Film Festival. Key responsibilities include selling tickets, providing superior customer service, and communicating customer feedback to the Ticketing Management team.

## KEY RESPONSIBILITIES

- Providing a superior standard of customer service through phone sales & box office
- Have a keen understanding of the program offerings including sessions & events
- Assist with the sale of tickets and exchanges.
- Uploading of data on to scanners
- Other duties as required.

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## KEY SELECTION CRITERIA

### Essential

- Ticket sales experience, or similar experience in a retail position
- Proven experience in a customer service focused role.
- Exceptional attention to detail, with excellent written and verbal communication skills.
- Must be available for both weekends during the Festival and have ample availability.

### Desirable

- Previous experience within a major event or festival, which offered a wide range of ticket and booking options, such as subscriptions, multi event tickets and exchanges
- Experience with Ferve ticketing system.
- An interest in film and the film industry.
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## CORE COMPETENCIES

- Team Focus: Is committed and skilled at working with and assisting others to achieve positive outcomes.
- Flexible: Demonstrates a willingness to take on new challenges roles and responsibilities and adapt positively to changing working conditions and priorities.
- Self-Starting: Highly motivated to achieve, shows initiative and acts proactively to deliver excellent results without directive supervision.
- Interpersonal: Skilled at building rapport, understanding others needs and developing effective working relationships.

To apply for these positions, please complete the [Box Office Casuals Application Form](#) and upload your CV by 7 April 2026. Interviews will commence shortly after the application close date.

Application Form can also be found via our website here - <https://www.sff.org.au/about/our-organisation/jobs/>