



2025
CONTRACT OFFER
– Box Office Manager

Join a dynamic team with a passion for culture!

The **Montreal International Documentary Festival (RIDM)** is the first festival in Quebec entirely dedicated to documentary film, bringing together established filmmakers and emerging talents. Every year in November, RIDM presents over one hundred films from here and abroad, along with a host of complementary activities such as workshops, film classes, debates and roundtable discussions. **The 28th edition of RIDM will take place from November 20 to 30, 2025.**

JOB DESCRIPTION

The Box Office Manager is responsible for planning, implementing, and ensuring the smooth operation of the festival's ticketing system, in close collaboration with the programming, production teams, and the ticketing provider. Under the supervision of the Production Director, they oversee the scheduling of screenings, access management (tickets, passes, accreditations), sales tracking, and customer service. They also coordinate the on-site box office team, ensure efficient front-of-house operations, and provide support during special screenings.

KEY TASKS

- Develop a ticket sales launch timeline
- Confirm ticketing policy and pricing with the management team
- Set up the box office system in collaboration with the provider to prepare for the launch of ticket sales for festival screenings and activities
- Strategize regarding public access (tickets and passes) and guest access (accreditations) to screening venues
- Distribute complimentary tickets, create promotional codes, and process accreditations
- Provide customer service via email and phone
- Generate sales reports for the team and monitor financial targets
- Recruit, train, and manage the box office staff
- Set up box office materials and temporary box offices at screening venues

- Manage and reconcile cash flow
- Resolve any technical issues encountered by the public on the ticketing platform, in collaboration with the provider
- Participate in special events and premieres to ensure smooth audience entry

CONTRACT CONDITIONS

Location: 5333 Casgrain Ave., Suite 1109, Montreal (Quebec)

Schedule: Part-time. Availability 35 hours a week, between Monday to Friday, 9 a.m. to 5 p.m. (flexible); occasional evening and weekend work required in October and November. Full availability required during the festival, including weekends (**November 20 to 30, 2025**)

Duration: September 2 to December 19, 2025

Salary: \$8,500 (fixed amount)

DESIRED QUALIFICATIONS AND SKILLS

- Spoken French and English
- Strong organizational skills
- Attention to detail
- Team player with good interpersonal skills
- Ability to plan, organize, and coordinate tasks
- Autonomous, reliable, and responsible
- Solution and results-oriented
- Strong time and priority management skills
- Ability to adapt quickly to changing priorities with minimal supervision
- Ability to work under pressure
- Proficiency with Google Sheets and Google Docs
- Familiarity with Lepointdevente.com platform is an asset
- Familiarity with Zone Festival platform is an asset

TO APPLY

Please send a letter of intent and your résumé (without photo or date of birth) by email to Marc Gauthier, Executive Director (mgauthier@ridm.ca), no later than **Friday, August 10, at midnight**.

RIDM and Forum RIDM are committed to the principle of employment equity and encourage applications from Indigenous peoples, visible minorities, people with disabilities, and individuals of all sexual orientations and gender identities.