

BOX OFFICE COORDINATOR - FROST BITES 2023

Job Type: Contract

Duration: 25 hours/week for 8 weeks (200 hours)

Shifting hours, some evenings and weekends required.

Hourly Rate: \$16/hour

Start Date: January 2, 2023

Application Deadline: December 2, 2022



The Hamilton Festival Theatre Company is currently seeking a Frost Bites Box Office Coordinator for a contract position that begins January 2, 2023. Reporting to the Producer & Patron Service Manager and Frost Bites Director, this individual will join the team that supervises and coordinates all Front of House and Box Office operations for Frost Bites 2023 (February 15-20).

Key Areas of Responsibility

- Participate as a core member of the Front-of-House and Box Office planning team in lead up to Frost Bites 2023.
- Select, supervise, and train Venue Captains and Box Office Volunteers, in partnership with Producer & Patron Services Manager.
- Acts as first point of contact for Venue Captains during the daily operations for each of two venue's box office locations during Frost Bites 2023.
- Help to design and implement the online ticket-buying user experience; maintain and monitor all online ticket sales.
- Assist ticket-buyers in trouble-shooting any online ticketing issues that may arise.
- Assist with building and customer service related to the content platform hosting digital show(s).
- Responsible for the daily reconciliation of box office paperwork.
- Responsible for the oversight and troubleshooting of the online ticket processing system.
- The responsibilities listed above address the key duties of this position. Additional related tasks may be assigned at the discretion of the Executive Director, Frost Bites Director, Producer & Patron Services Manager.

Professional Qualities and Skills

- Hardworking, organized, and motivated individual with an interest in making a contribution to the arts and the Hamilton creative community.
- High level of financial literacy.
- Experience working with cash handling, basic accounting, spreadsheets, and computation.
- Knowledge of online ticketing systems is an asset.
- Ability to problem-solve under pressure while maintaining a friendly demeanour.
- Interest and/or experience in arts administration and management.
- Leadership skills and the ability to self-direct as well as work well with supervisors and peers.
- Excellent oral and written communication skills.
- Ability to accommodate a schedule that will sometimes require work on evenings/weekends.

- Working knowledge of the Occupational Health and Safety Act.
- Previous experience in a box office or festival environment is an asset.
- Valid driver's license is an asset.
- Valid first aid certification is an asset.

Applicants MUST meet ALL of the eligibility criteria and will be required to produce a letter of proof signed by faculty to confirm funding from the Propel Launching Careers in Tourism Program:

- You are currently enrolled as a student in a recognized Canadian post-secondary institution, including the term in which this internship takes place.
- Canadian citizens, permanent residents, or persons to whom refugee protection has been conferred under the Immigration and Refugee Protection Act. *International students with a work/study permit are not eligible.*
- You are completing a Work-Integrated Learning component (co-op, internship, practicum, etc.) within their study plan during the term of the placement/application or optional WIL recognized by the institution of their enrollment in the corresponding semester.

To apply: Please send a cover letter and resume by December 2, 2022 to heather@hftco.ca with 'Box Office Coordinator' in the subject line. Please state whether or not you meet the eligibility requirements of the Propel Launching Careers in Tourism Program in your cover letter. Please submit files in a single PDF file, using the following naming format: your first name_your last name.pdf. Only email submissions will be accepted. While we thank all applicants, only those chosen for an interview will be contacted.