

BOX OFFICE MANAGER

Job Type: Contract

Duration: 40 hours/week for 15 weeks

Hourly Rate: \$16.00 /hour

Start Date: April 24, 2023

Application Deadline: April 10, 2023

The Hamilton Fringe Festival is currently seeking Box Office Managers for contract positions that begin April 24, 2023. Reporting to the Director of Patron Services, these individuals will join the team that supervises and coordinates all Front of House and Box Office operations for the 2023 Hamilton Fringe Festival.

Key Areas of Responsibility

- Responsible for all front-of-house and box office preparations leading up to the festival.
- Responsible for selecting, supervising, and training our team of Venue Captains and Box Office Volunteers.
- Acts as first point of contact for Venue Captains during the daily operations for each venue's box office location during the 2023 Hamilton Fringe Festival.
- Helping to design and implement the online ticket-buying user experience; maintaining and monitoring all online ticket sales.
- Assisting 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 shows.
- Responsible for the daily reconciliation of box office paperwork.
- Responsible for health and safety training of volunteers assigned to Box Office positions.
- Responsible for the oversight and troubleshooting of the online ticket processing system.
- Public-facing Box Office service hours will be split between multiple team members to ensure a measured customer service experience in lead up to and during the festival.
- The responsibilities listed above address the key duties of this position. Additional related tasks may be assigned at the discretion of the Executive Director and Festival Director.

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 and 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.

About Canada Summer Jobs

This position is made possible through the support of the Canada Summer Jobs program. Please note that contract start date, duration, and total hours of the work term may change subject to confirmation of program funding. Any changes will be communicated to successful applicants prior to hiring.

In accordance with Canada Summer Jobs eligibility requirements, applicants must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act* for the duration of the employment; and,
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

To apply: Please send a cover letter and resume by April 10, 2023 to christopher@hftco.ca with 'Box Office Manager' in the subject line. Please state whether or not you meet the eligibility requirements of the Canada Summer Jobs (CSJ) 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.

About Hamilton Fringe:

The Hamilton Fringe Festival runs July 19-30, 2023 in multiple indoor and outdoor locations across downtown Hamilton, Ontario. Every summer, the festival welcomes 50+ performance companies from the local, national, and international arts community, presenting more than 400 performances over 12 days. In an average year, the annual summer festival draws in more than 20,000 audience members to the region each year.