



VENUE CAPTAIN

Duration: 15 - 40 hrs/week
from July 19-30, 2023;
various positions available

Pay Rate: \$15.50/hr

Job Type: Part-time

Start Date: July 19, 2022 (plus 2-3 training shifts end of June/early July 2023 to be confirmed)

Application Deadline: June 15 (early applications encouraged)

Hamilton Fringe Festival is currently seeking Venue Captains for paid positions beginning July 19th, with some training and venue orientation sessions to be scheduled in late June / early July. Reporting to the Box Office Manager(s), these individuals will supervise and coordinate all Front-of-House and Box Office procedures onsite at one (1) of ten (10) 2023 Hamilton Fringe Festival venues.

Key Areas of Responsibility

- Collecting Box Office materials from the Hamilton Fringe office at the beginning of each shift and returning them at the end of day.
- Operating Ticket Sales Software on mobile devices and laptops.
- Ensuring that all Box Office paperwork is completed accurately for performances.
- Training and supervising two to three volunteers for each shift.
- Determining and tracking house count and e-ticket count for each performance.
- Addressing Hamilton Fringe Festival patrons with a scripted pre-show speech
- Creating an overall positive and safe theatre experience for patrons, volunteers, and artists.
- Oversee COVID-19/Health & Safety protocol and set up in each venue as necessary.

Professional Qualities and Skills

- A positive outlook and a passion for the arts scene in Hamilton.
- Demonstrated leadership skills as well as an ability to work as a member of a dedicated team.
- Excellent communication and customer service skills.
- Experience with cash handling and confidence with basic mathematical transactions.
- Ability to problem-solve under pressure while maintaining a friendly demeanour.
- Experience working in a box office, a valid driver's license, and first aid certification will be considered strong assets.
- Experience working with COVID-19 public protocols is helpful.

To apply: Please send a cover letter and resume by June 15, 2022 to boxoffice@hftco.ca with 'Venue Captain' in the subject line. 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.