



VENUE CAPTAIN

Duration: 15 - 40 hrs/wk from July 17-28, 2024

Pay Rate: \$16.55/hr

Job Type: Part-time

Start Date: July 17, 2024 (plus 2-3 training shifts end of June/early July 2024 to be confirmed)

Application Deadline: Rolling deadline until all roles are filled; interviews begin June 17, 2024

Hamilton Fringe Festival is currently seeking multiple Venue Captains for paid positions beginning July 17th, with some training and venue orientation sessions to be scheduled in late June / early July. Reporting to the FOH Manager(s) and the Box Office Management team, these individuals will supervise and coordinate all Front-of-House and Box Office procedures onsite at one or more of our 2024 Hamilton Fringe Festival venues.

Key Areas of Responsibility

- Ensuring all performances start on time.
- Ensuring audience members are directed to the correct performance space.
- Collecting "Tip the Fringe" donations and promoting HFTco/Hamilton Fringe to audience members before and after performances.
- Liaising with technicians to adhere to daily performance schedules.
- Answering patron questions and providing front-line customer service measures.
- Overseeing and operating ticket sales on mobile devices and laptops.
- Ensuring all Box Office/Front of House paperwork is completed accurately for performances.
- Supervising box office assistants and ushers (volunteers).
- 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.
- Additional tasks as required

Professional Qualities and Skills

- A positive outlook and a passion for the arts scene in Hamilton.
- Recognize and respect the various values, cultures, and community members who make up the HFTco and the greater community
- 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.
- Comfort and experience speaking to large groups as an asset.
- 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.
- AODA trained or willing to complete training before July 17 2024

To apply: Please send your cover letter to events@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.