



## VENUE CAPTAIN

**Duration:** 15 - 40 hrs/wk from July 16-27, 2025

**Pay Rate:** \$17.20/hr

**Job Type:** Part-time

**Start Date:** July 16, 2025 (plus 2-3 training shifts end of June/early July 2025 to be confirmed)

**Application Deadline:** Rolling deadline until all roles are filled

Hamilton Fringe Festival is currently seeking multiple Venue Captains for paid positions beginning July 16th, with some training and venue orientation sessions to be scheduled in late June / early July. Reporting to the Front of House Manager 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 2025 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.
- 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.
- Ability to problem-solve under pressure while maintaining a friendly demeanour.
- Experience with cash handling and confidence with basic mathematical transactions considered assets.
- Comfort and experience speaking to large groups is an asset.
- Experience working in a box office/selling tickets/event management, a valid driver's license, and first aid certification will be considered strong assets.
- AODA trained or willing to complete training before July 16, 2025

**To apply:** Please send a resume via email to [info@HFTco.ca](mailto:info@HFTco.ca) with 'Venue Captain' in the subject line and in the body of the email, let us know in a few sentences why this job caught your attention. Please attach your resume as a PDF using the following naming format: your first name\_your last name\_job title.pdf. Only email submissions will be accepted. While we

thank all applicants, only those chosen for an interview will be contacted. Rolling deadline - applications will be accepted until all roles are filled.

**About HFTco & Hamilton Fringe:**

Hamilton Festival Theatre Company (HFTco) strives to make theatre accessible to both audience members and theatre makers and is committed to fostering both the development of professional artists and an appreciation of the arts in the region. HFTco public arts programming includes the flagship 12-day unjuried Hamilton Fringe Festival, the community-embedded winter festival Frost Bites, and year-round Artist Development programs and public workshops.

Hamilton Fringe Festival is the Hamilton, Ontario's biggest, boldest 12-day performing arts festival, running July 16-27, 2025, activating indoor and outdoor locations across the city. Welcoming 50+ performance companies from the local, national, and international arts community, presenting more than 400 performances, the annual summer festival draws 17,000+ attendees and engages 150+ volunteers each year.

