

FRINGE VENUE CAPTAINS

FRONT OF HOUSE (FOH) & BOX OFFICE DUTIES

The Hamilton Fringe Festival is currently looking for energetic and dedicated people to fill in the valuable positions of Venue Captains. These people should have excellent customer service skills as well as exception cash handling capabilities. The position will run for the entire festival, July 20th – 30th.

Description:

Venue Captains are Jacks and Jills of many trades

You are the box office manager, a facilities manager, an operations manager, a volunteer manager, and most importantly, the friendly face of the Fringe! You are charged with overseeing all public areas of the theatre or theatrical space, including the lobby. You will manage your team of volunteers, working with them and the venue technicians to make sure that the experience of each patron is enjoyable, accessible, and safe.

You represent the Fringe to patrons and artists alike, and ensure the smooth running of ticketing and performances.

You are responsible for:

- The correct and timely sale of tickets at the venue;
- Supervision of and assistance to volunteers (and supplemental training as required);
- Responding to questions from patrons;
- Communication between the festival and performing companies;
- Starting the shows on time;
- Ensuring the cleanliness, friendliness and safety of venues;
- Paying out the performing company at the end of the show;
- Daily closing procedures;
- Soliciting for donations (Bucket Speech) on behalf of the Fringe festival;
- Ensuring that the festival is open and accessible to everyone.

Compensation

Venue captains will receive an honourarium for their involvement and commitment to the Fringe for the week of Thursday July 20th - Sunday July 30th (there will also be training sessions you must be available to attend in late June/early July. This way you can learn all you need to know before working the Fringe!)

As a Venue Captain you will receive \$200 - \$550 (depending on location and experience) with additional bonuses awarded to the Best Venue Captain and Donation Speeches

Skills and Experience

- at least 1 year in a Customer Service environment/ assisting the general public
- theatre background and box office operations knowledge an asset
- superior organizational and time management skills
- cash handling experience/good math skills
- demonstrates high levels of accuracy (reports, communication)
- familiarity with end of day reports and deposits an asset
- works well under pressure
- enthusiastic team player
- driver's licence (G2 or G) is considered a strong asset

If interested, please submit your resume and a brief cover letter explaining why you would make a phenomenal Venue Captain to our Community Outreach and Volunteer Coordinator.

We thank everyone for their applications and will contact those for an in-person interview in early June 2017.

Natalie Stravens
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