

## **FRINGE VENUE CAPTAINS**

### **FRONT OF HOUSE & BOX OFFICE DUTIES**

The Hamilton Fringe Festival is looking for energetic and responsible individuals to fill in the valuable positions of Venue Captains. The positions will run for the entire festival, July 19<sup>th</sup> – 29<sup>th</sup>, with mandatory training dates prior to the festival. Training dates are the evenings of June 26<sup>th</sup> and 27<sup>th</sup>.

#### **Description:**

Venue Captains have exceptional organization, problem solving, and interpersonal skills. Captains are the box office manager, a facilities manager, an operations manager, a volunteer supervisor, and most importantly, the face of the Fringe! Captains oversee all public areas of the theatre, as well as the venue's volunteers and technician to ensure that the experience of each patron is enjoyable, accessible, and safe.

#### **Responsibilities Include:**

- Managing and overseeing all box office operations on site
- Supervision of and assistance to volunteers (and supplemental training as required)
- Handling patron inquiries and concerns
- Communication between the festival and performing companies
- Starting the shows on time
- Ensuring the cleanliness, friendliness and safety of venues
- Cash handling and reconciliation responsibilities
- Daily closing procedures
- Soliciting for donations (Bucket Speech) on behalf of the Fringe festival
- Having a great personality to represent the Fringe

#### **Skills and Experience**

- minimum 1 year experience working in a customer service environment
- exceptional interpersonal skills and problem solving experience
- theatre background and box office operations knowledge an asset
- superior organizational and time management skills
- cash handling experience/math skills
- demonstrated ability to work under pressure
- demonstrates high levels of accuracy (reports, communication)
- familiarity with end of day reports and deposits an asset
- valid driver's licence considered a strong asset

#### **Compensation**

Venue captains will receive an honourarium for their involvement and commitment to the Fringe for the week of Thursday July 19<sup>th</sup> - Sunday July 29<sup>th</sup>.

Venue captains receive \$200 - \$550 (dependant on location and hours worked) with additional bonuses awarded for special achievements.

Please send all applications to [volunteer@hamiltonfringe.ca](mailto:volunteer@hamiltonfringe.ca) with the subject line "VENUE CAPTAIN" by JUNE 20<sup>th</sup> 2018.

Though we highly appreciate all applicants, we will only be contacting those we wish to interview.