

BOX OFFICE MANAGER

Job Type: Contract

Duration: 40 hours/week for 15 weeks

Hourly Rate: \$15.00/hour

Start Date: April 26, 2021

Application Deadline: April 12, 2021

The Hamilton Fringe Festival is currently seeking two (2) Box Office Managers for a contract position that begins April 26, 2021. Reporting to the Festival Director, this individual will supervise and coordinate all Front of House and Box Office operations for the 2021 Hamilton Fringe Festival.

Key Areas of Responsibility

- Responsible for all front-of-house and box office preparations leading up to the festival.
- Responsible for selecting, supervising and training of Venue Captains and Box Office Volunteers.
- Acts as first point of contact for the Venue Captains during the daily operations for each venue's box office location during the 2021 Hamilton Fringe Festival.
- Helping to design and implement the online ticket-buying user experience, maintaining and monitoring all online ticket sales.
- Assisting ticket-buyers in trouble-shooting any online ticketing issues that may arise.
- Assist with building and customer service related to the content platform hosting digital shows.
- Responsible for the daily reconciliation of box office paperwork.
- Responsible for health and safety training of volunteers assigned to Box Office positions.
- Responsible for the oversight and troubleshooting of the online ticket processing system.
- The responsibilities listed above address the key duties of this position. Additional related tasks may be assigned at the discretion of the Executive Director.

Professional Qualities and Skills

- Hardworking, organized, and motivated individual with an interest in making a contribution to the arts and the Hamilton creative community.
- High level of financial literacy.
- Experience working with cash handling, basic accounting, spreadsheets, and computation.
- Knowledge of online ticketing systems is an asset.
- Ability to problem-solve under pressure while maintaining a friendly demeanour.
- Interest and/or experience in arts administration and management.
- Leadership skills and the ability to self-direct as well as work well with supervisors and peers.
- Excellent oral and written communication skills.
- Ability to accommodate a schedule that will sometimes require work on evenings and weekends.
- Working knowledge of the Occupational Health and Safety Act.
- Previous experience in a box office or festival environment is an asset.
- Valid driver's license is an asset.

- Valid first aid certification is an asset.

To apply: Please send a cover letter and resume by April 12, 2021 to **christopher@hamiltonfringe.ca** with 'Box Office Manager' in the subject line. Please state if you are currently enrolled as a student in your cover letter. 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.