

VENUE CAPTAIN

Duration: 15 - 40 hours/week from July 15-25, 2021 (various positions available)

Job Type: Volunteer (with honorarium)

Start Date: July 15, 2021 (plus 2-3 full training days end of June/early July 2021 to be confirmed)

Application Deadline: May 8, 2021 (early applications encouraged)

We are currently seeking 5-8 Venue Captains for paid positions that begin on July 15th, with some training and venue orientation sessions to be scheduled in late June / early July. Reporting to the Box Office Manager(s), these individuals will supervise and coordinate all Front-of-House, COVID-19 Protocol Oversight, and Box Office procedures onsite at one (1) of the six (6) 2021 Hamilton Fringe Festival venues. Positions will be awarded a modest honorarium, with the chance to earn additional incentives throughout the Festival.

Key Areas of Responsibility

- Collecting Box Office materials from the Hamilton Fringe office at the beginning of each shift and returning them at the end of day.
- Oversee COVID-19 protocol and set up in each venue.
- Operating Square Ticket Sales Software on mobile devices (Fringe Club only).
- Ensuring that all Box Office paperwork is completed accurately for performances.
- Training and supervising two to three volunteers for each shift.
- Determining and tracking house count and e-ticket count for each performance (no cash or tickets—advance purchase only).
- Soliciting donations from Hamilton Fringe Festival patrons through scripted “curtain speeches.”
- Creating an overall positive and safe theatre experience for patrons, volunteers, and artists.

Professional Qualities and Skills

- A positive outlook and a passion for the arts scene in Hamilton.
- Experience working with COVID-19 public protocols is helpful.
- 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.
- Experience working in a box office, a valid driver's license, and first aid certification will be considered strong assets.

To apply: Please send a cover letter and resume by April 12, 2021 (early applications encouraged) to christopher@hamiltonfringe.ca with ‘Venue Captain’ 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.