

DIGITAL BOX OFFICE REPRESENTATIVE

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

Hourly Pay Rate: \$14.50

Job Type: Volunteer (with honorarium)

Start Date: July 14, 2021 (plus 2-3 full training days end of June/early July 2021 to be confirmed)

Application Deadline: May 17, 2021 (early applications encouraged)

We are currently seeking 1-2 Digital Box Office Representatives for paid positions that begin on July 14th, with some training and orientation sessions to be scheduled in late June / early July. Reporting to the Box Office Manager(s), these individuals will be responsible for providing exceptional customer service by phone to festival patrons in regards to purchasing tickets and accessing online content.

Key Areas of Responsibility

- Providing excellent customer service answering the phone and email inquiries in the Hamilton Fringe's office
 - Answering patron questions in regards to navigating the festival's online box office and accessing digital content
 - Assisting the Box Office Manager in reconciling reports and box office paperwork
 - Training and supervising volunteers working in the office
 - Creating an overall positive box office experience for patrons, volunteers, and artists
- Please note: All duties will be performed in accordance with public health guidelines. Some duties may be performed remotely if working in-office is not possible.

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.
- Excellent communication and customer service skills.
- Experience with online box office systems and video hosting platforms
- 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 May 17, 2021 (early applications encouraged) to christopher@hamiltonfringe.ca with 'Digital Box Office Representative 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.