

INTREPID THEATRE

BE BRAVE.

Producers of UNO Fest, OUTstages, Victoria Fringe, Metro Studio & Intrepid Theatre Club
#2 – 1609 Blanshard Street, Victoria BC V8W 2J5 Canada
intrepidtheatre.com | 250-383-2663

Front of House Managers: Victoria Fringe Festival

Job Type: Seasonal/Festival

Location: Victoria, BC, Canada (downtown)

Number of Positions: 7

Wage: \$14/hour

Application Deadline: Thursday June 13, 2019

Contact E-mail: jobs@intrepidtheatre.com

Start Date: August 22, 2019

End Date: September 1, 2019

Shifts/Hours: Part time Mon-Weds, full time on Thurs-Sun. No days off. Some days require overtime hours. Over time, double time and weekly overtime to be paid in accordance with the Employment Standards Act of BC.

Project Description & Qualifications

Intrepid Theatre is seeking enthusiastic and dedicated individuals to become part of the team as Front of House Managers for the 2019 Victoria Fringe Festival, a large-scale international performing arts festival in Victoria, BC (Festival Dates: Aug 21 – Sept 1). NOTE: This position will include two training sessions in early-mid August.

The team of Front of House Managers will ensure the smooth, efficient and positive front of house operation of a Victoria Fringe venue, and a fun and organized experience for volunteers, audiences and artists.

Training

Front of House training (including Fringe Box Office Procedures) provided by Festival Senior Staff. All employees must complete training (scheduled August 7 + 14, 6-8pm).

Detailed Description of Activities

- Being the 'face' of the festival, interacting with and greeting artists, audiences and volunteers in a friendly and professional manner.
- Liaise between Venue Technician, artists and volunteers
- Managing a team of rotating volunteers efficiently
- Supervise, instruct and assist two box office volunteers in selling tickets
- Selling tickets if necessary. Cash handling. Oversee reconciling of box office.
- Responsible for audience safety and evacuation in event of emergency (with Venue Technician).
- Keep box office and FOH areas tidy and looking professional
- Clean the venue auditorium & seating area between shows with the Venue Technician
- Organize audience line-ups: ticket purchase and ticket holders
- Ensure smooth audience entrance and exit to and from theatre space
- Assist in checking for Fringe buttons, tearing tickets and handing out programs
- Public Speaking: Prepared Pre-show speech 2 minutes before every curtain
- Making a speech asking for donations. Helping the Victoria Fringe reach its fundraising goals.
- Offer assistance to Venue Technician where necessary or requested
- Customer Service: Address audience complaints
- Keep the venue running on time with polite efficiency - *shows MUST start on time*
- Communicate via radio with relevant festival departments
- Have a thorough understanding of theatre/festival box office protocols and practices
- Be familiar with radio protocol, safety issues, Volunteer Rights and Responsibilities
- Understand and agree to Intrepid Theatre's Safe(r) Spaces Policy

Lines of Accountability

- Report directly to the Producer and Site Office Manager
- When necessary report to Executive Director
- Liaise with Volunteer Coordinators regarding volunteer relations
- Liaise with Venue Technician over smooth, efficient and safe running of venue

How to Apply

Intrepid Theatre is dedicated to fostering diversity in our workforce. We encourage applications from candidates with a broad range of backgrounds including, but not limited to: race, ethnicity, indigeneity, gender, gender-identification, and sexual orientation.

Intrepid Theatre is committed to providing an environment free of discrimination, violence and harassment, where all individuals are treated with respect and dignity, have equal opportunities, and can contribute fully.

Please submit a one-page max. cover letter outlining relevant experience/qualifications, the phone number of two references, and current resume to: jobs@intrepidtheatre.com or in person to Intrepid Theatre, #2 – 1609 Blanshard Street, Victoria BC V8W 2J5

Deadline: Thursday June 13, 2019, 11:59pm

About Intrepid Theatre

Intrepid Theatre is an independent theatre company that produces the Victoria Fringe Festival, UNO Fest, OUTstages Festival, and various year-round programs that benefit local and emerging artists, and the theatre community at large. Our mission is to create opportunities for both emerging and established artists to produce their work with artistic freedom, while engaging members of the community by making productions as affordable and accessible as possible. We also operate two venues – The Metro Studio and the Intrepid Theatre Club – that are used for our programming and available for rent to the general community.