

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

Victoria Fringe Box Office & Marketing Assistant

Preamble

At Intrepid, we realise that applying for jobs can be intimidating and acknowledge that although we are posting a position that comes with a level of skill set and experience, not everyone has had the access or opportunity to acquire what is posted. As a company that regularly works with emerging and developing artists through mentorship, we've seen that someone who may not have the skills or education can learn and incorporate their own past experience and knowledge that fits the positions' needs.

If you feel that you don't meet the requirements listed below but are excited and intrigued, we encourage you to apply! Let us know what has drawn you to the post and what you personally can bring to the position. Some past experiences that might seem like they are not relevant can be exactly what is needed.

We look forward to hearing about you and thanks for wanting to work with us!

Justine Shore,
Managing Director, Intrepid Theatre

Location: Victoria, BC, Canada (downtown)

Number of Positions: 1

Wage: \$18.60/hr

Application Deadline: May 28, 2021

Contact E-mail: Justine Shore/ jobs@intrepidtheatre.com

Start Date: early July, 2021 TBD

End Date: September 29, 2021

Shifts/Hours: Part time to full time hours, with shifts on evenings and weekends throughout the Fringe. Working primarily on site at the Metro Studio with some hours remotely from home.

Conditions of Employment Through Canada Summer Jobs Program

To apply for this position the applicant must be:

- between 18 and 30 years of age at the start of employment
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment.

Project Description

Intrepid Theatre is seeking an enthusiastic and dedicated individual to become part of the team as Box Office and Marketing Assistant for the 2021 Victoria Fringe, a local performing arts festival in Victoria, BC. They will be an important part of the audience services and marketing team, contributing to a fun, organised audience experience,

supporting accessibility at the Fringe and assisting in digital marketing and outreach. This position reports to the Producer and Co-Artistic and Marketing Director, and is overseen by the Managing Director.

Who You Are

You have experience or interest in festivals, live performance (theatre), customer service and community events. You are eager to learn more about and contribute to a fun, safe and inclusive festival environment. You are comfortable working in or learning Google Suite, Eventbrite / online ticketing platforms, social media platforms and Slack. You enjoy high levels of social interaction and are comfortable working remotely or on site as needed. You may have experience with box office or ticketing. You may have some knowledge of or interest in film editing, streaming platforms, or digital performance, and/or accessibility in the arts.

Who We Are

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. Intrepid is committed to employment equity and diversity. We encourage applicants from equity-seeking communities and intersecting identities to apply. We are committed to providing staff with a work environment free of discrimination and harassment, and fostering an inclusive and supportive workplace. See intrepidtheatre.com for more information.

Description of Activities

- Customer Service: welcome and interact with artists, audiences and volunteers in a friendly and calm manner. Address audience queries and medium level concerns
- Communication: Liaise with Front of House and relevant festival departments
- Assist Associate Producer and Marketing and Co-Artistic Director with admin tasks as needed
- Sell festival tickets in person and by phone via Eventbrite and provide information to audiences; answer email, phone and in person queries. Cash handling
- Use Eventbrite to build and manage ticketing for performances
- Prepare audience lists pre show and support Front of House with audience information
- Reconcile box office daily, prepare written and spreadsheet reports digitally
- Answer questions from audiences regarding accessibility at the festival and support accommodation requests
- Provide administrative support to the Marketing Director in promoting the festival and implementing the digital marketing plan
- Compile audience information for marketing department
- Inform and uphold the Victoria Fringe's COVID Safety Policy
- Convey audience pre-show COVID info communications via email and phone
- Clean and sanitise workspace regularly
- In collaboration with Producer and Associate Producer, assist with the implementation of the Fringe Accessibility Plan - including venue accessibility and details on performances with accessibility measures
- Oversee Accessibility Outreach Ticket Program and support artists in marketing outreach initiatives to special interest groups and service organisations. Assist with general festival community outreach
- Support online delivery of digital performances where needed
- Perform office administration duties as required during the festival
- Advocate for safe, inclusive festival environment as part of Intrepid Theatre's Safe(r) Spaces Policy

Application Process

The hiring and interview panel is Sean Guist (Co-Artistic & Marketing Director), Sammie Gough (Producer), and Holly Lam (Associate Producer). Anyone applying can request a pre-application informational chat with Holly or Sammie if they want to. Only those applicants selected for an interview will be contacted; all of those who are offered an interview will be notified of hiring decisions. To apply, submit a resume and either a one page cover letter, or an up to 5 minute video or voice recording to Justine Shore: jobs@intrepidtheatre.com. If you are applying for more than one position, please indicate that in your cover letter, video, or voice recording.

Deadline

May 28, 2021, 11:59pm