

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 Front of House Manager

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: 2

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 two enthusiastic and dedicated individuals to become part of the team as Front of House Managers for the 2021 Victoria Fringe, a local performing arts festival in Victoria, BC. 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. The Front of House Managers report to the Producer, and are 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, social media platforms and Slack. You enjoy high levels of social interaction and are comfortable working on the go in indoor and outdoor fast paced environments. You may have some knowledge of or interest in film editing, streaming platforms, or digital performance delivery.

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 between Venue Technician, artists and volunteers and relevant festival departments. Offer assistance to Venue Technician where necessary or requested
- Public Speaking: Present prepared pre-show speech 2 minutes before every show
- Manage a team of rotating volunteers efficiently. Supervise, instruct and assist box office volunteers in selling tickets, serving of alcoholic beverages at the bar, and ushering
- Schedule volunteer shifts and coordinating volunteer training, providing a fun experience for festival volunteers
- Coordinate venue bar - stock ordering and monitoring
- Sell tickets if needed. Cash handling. Reconcile box office and bar, prepare written and spreadsheet reports digitally
- Responsible for audience safety and evacuation in event of emergency (with Venue Technician)
- Ensure that the Victoria Fringe's COVID Safety Policy is implemented and understood
- Ensure smooth and safe audience entrance and exit to and from theatre space
- Clean and sanitise of venue in between shows
- Keep the venue running on time with polite efficiency
- Support online delivery of digital performances where needed
- 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 panel is Justine Shore (Managing Director), Sammie Gough (Producer), and Holly Lam (Associate Producer) and the interview panel is Sammie and Justine. Anyone applying can request a pre-application informational chat with Justine 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 a 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