



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

Victoria Fringe Advance Box Office Assistant

Preamble

At Intrepid, we realize that applying for jobs can be intimidating. As a company that regularly works with emerging and developing artists through mentorship, we know that someone, who may not have the exact skills or education posted, can learn and incorporate their own past experience and knowledge to the position. We acknowledge that not everyone has had the access or opportunity to acquire the skills and experience outlined in the job requirement. If you feel that you don't meet the exact skills and experience listed below but are excited and intrigued at the opportunity, 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!

Location: ləkʷəŋən territory, Victoria, BC, Canada (downtown)

Number of Positions: 1

Wage: \$18.60/hr

Application Deadline: Wednesday July 27, 2022

Contact E-mail: Sammie Gough/ jobs@intrepidtheatre.com

Start Date: August 22, 2022

End Date: September 4, 2022 (two week contract)

Shifts/Hours: August 22 - August 24th, 12:15 - 8:15pm (Monday, August 29th would be a day off) Please note shifts are evenings and weekends. Working on site primarily at the Intrepid Theatre Office at the Fringe Box Office, 1609 Blanshard Street, Victoria.

Project Description

Intrepid Theatre is seeking an enthusiastic and dedicated individual to become part of the team as Advance Box Office for the 2022 Victoria Fringe, a local performing arts festival in Victoria, BC. This position is an important part of the audience services team, contributing to a fun, organized audience experience, supporting accessibility at the Fringe. This position works with guidance from the Box Office & Marketing Coordinator, reports to the Producer 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, Red61 online ticketing platform and Slack. You enjoy high levels of social interaction and are comfortable working with computer programs. You may have experience with customer service, box office or ticketing. Ideally you have a general understanding of Fringe Festivals/Victoria Fringe.

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 audiences and volunteers in a friendly and calm manner. Address audience queries and medium level concerns
- Sell festival tickets in person and by phone via Red61 (online ticketing system) and provide information to audiences; answer email, phone and in person queries. Cash handling and credit card transactions.
- Use Red61 to manage ticketing for performances including running any report that may be required
- Support Box Office & Marketing Coordinator with administration of festival ticketing
- Communication: Liaise with Front of House and relevant festival departments
- Time management: Manage and prioritise multiple tasks in a busy festival environment
- Daily cleaning duties
- Assist Associate Producer and Operations Manager with admin tasks as needed
- 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
- Inform and uphold the Victoria Fringe's COVID Safety Policy
- Advocate for safe, inclusive festival environment as part of Intrepid Theatre's Safe(r) Spaces Policy

Requirements

Intrepid Theatre requires all employees to be fully vaccinated against COVID-19 at this time, and the successful candidate will need to show proof of vaccination before an offer of employment is made; employees are required to wear masks while at work.

Application Process

The hiring and interview process will be with Sammie Gough (Producer) and Parker Melnick (Box Office & Marketing Coordinator). Anyone applying can request a pre-application informational chat with 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 Sammie Gough: jobs@intrepidtheatre.com.

Deadline

July 26, 2022, 11:59pm