

Festival & Marketing Assistant - 2025 Victoria Fringe Festival
Supervisors: Box Office & Marketing Manager, Artistic Director, Producer,
Operations & Venues Manager

35 hrs per week with overtime as needed during the Festival
\$19.60/hr

Application deadline is May 5 2025 by end of day

Start date is July 7 2025 and position runs until August 31 2025 (dependent on funding)

Description of Activities:

- **PRE-FESTIVAL ASSISTANCE: July 7 to August 20 2025**
 - Help with the purchasing Fringe supplies, including supplies for Front of House kits, event supplies, office materials, etc.
 - Run errands as needed to festival staff
 - Assist Artistic Director with set up, management, and monitoring of Fringe Online Auction prior to start of the festival– includes requesting donations from local businesses, picking up donated items, and updating and managing the online auction website
 - Assist Box Office & Marketing Manager with the development of a marketing plan for Fringe.
 - Creation of online graphics for Instagram, Facebook, and email newsletters leading up to the festival.
 - Assist Marketing Manager in running the Fringe social media leading up to the festival, including regular posts and stories on Instagram and Facebook.
 - Represent the Fringe and Intrepid Theatre in a professional manner in all public facing activities.
 - Attending all festival training and staff orientations.
 - Supporting Equity, Diversity, Inclusion, and Accessibility at the Fringe.
 - Other related duties as assigned.

- **FESTIVAL ASSISTANCE - FRONT OF HOUSE: August 20 - August 31 2025 (if there are available hours, Festival Assistant duties may also apply)**
 - Act as the Front of House Manager for one of the Fringe venues for the duration of the festival
 - Attend Front of House orientation and all other related training provided by Victoria Fringe
 - Act as the 'face' of the festival, interacting with and welcoming artists, audiences and volunteers at a venue in a friendly manner.
 - Provide excellent customer service when addressing audience questions, concerns and issues, and escalate for support when necessary.
 - Liaise between Venue Technician, artists and volunteers.

- Communicate with other festival departments via radio, phone, in-person and by completing nightly show reports on tablets.
- Manage a team of up to 5 rotating volunteers efficiently, clearing communicating event and venue information repeatedly throughout the day.
- Manage audience access to venue and seating according to show requirements.
- Keep the venue schedule running on time with polite efficiency - *all shows MUST start on time.*
- Keep outside and inside FOH spaces tidy and presentable at all times, ensuring appropriate signage is displayed when necessary.
- Supervise, instruct and assist volunteers in:
 - organizing audience line-ups
 - checking for Fringe buttons.
 - Scanning audience tickets with tablets
 - Selling tickets and buttons using POS on tablets.
 - audience seating and accessibility requirements.
 - tidying the venue auditorium and seating area between shows.
 - understanding role expectations and emergency procedures.
- Give a pre-show speech 2 minutes before every curtain, which includes a territory acknowledgement and asking the audience for donations to support the Fringe Festival in meeting its fundraising goal.
- Supervise cash handling and perform daily cash reconciliation of box office float.
- Clean venue areas, such as washrooms, green rooms, lobby, seating area, etc., each night making sure they are reset for the next day.
- Offer assistance to Venue Technician where necessary or requested.
- Advocate for a safe, inclusive festival environment as part of Intrepid Theatre's Safe(r) Spaces Policy.
- Support Equity, Diversity and Inclusion and Accessibility at the Festival.
- Be familiar with safety issues, Volunteer Rights and Responsibilities.
- Understand and implement theatre/festival and box office protocols, practices and schedule.
- Maintain venue entrances and egresses to ensure smooth audience access to and from theatre space.
- Maintain audience safety and conduct evacuation in event of emergency (with Venue Technician)

Skills:

- Evening and weekend availability from August 20 - August 31 2025

- Ability to work independently
- Previous management of staff or volunteers
- Ability to speak in front of a group of people
- Able to be on your feet for long periods of time during the Fringe
- Graphic design and experience in Canva
- Familiarity with Facebook and Instagram interfaces

Requirements:

- Regular Class 5 BC Driver's license (vehicle not required)
- Previous experience in marketing and management of social media
- Be between the ages of 15 and 30 at the beginning 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
- Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations

Assets:

- Previous Box Office and/or customer service experience
- Previous event management experience
- Previous experience in the arts and/or theatre

Application Process

The hiring and interview panel is Emmett (Producer) and Louie (Operations & Venues Manager). Anyone applying can request a pre-application informational chat if they would like. Please note this is not an interview– it is an opportunity for the candidate to ask clarifying questions before they apply. All applicants will be sent an email letting them know the status of their application; 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: jobs@intrepidtheatre.com. If you are applying for more than one position, please indicate that in your cover letter, video, or voice recording (no need to submit separate applications).

Other Information for applications

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!

Who We Are

Intrepid Theatre is an independent theatre company that produces the Victoria Fringe Festival, Incoming Festival, 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.