



Vancouver Fringe Festival
Box 203-1398 Cartwright St.
Vancouver, BC, V6H 3R8
vancouverfringe.com

Box Office Manager Seasonal Position

The Vancouver Fringe Festival, produced by the Vancouver Fringe Theatre Society, is BC's largest theatre festival. Pursuing the vision of "Theatre for Everyone", the Fringe features unjuried, uncensored theatre of all kinds and for all audiences. With over 700 performances by 100 artists, the Fringe runs September 7-17, 2017 at venues on and around Granville Island and across the city.

Reporting to the Acting Managing Director, the Box Office Manager is responsible for the planning and implementation of all aspects of the Fringe Box Office. This is a seasonal position, 30 hours per week July 3, 2017 to August 11, 2017 and then 37.5 hours per week August 14, 2017 to September 29, 2017.

Eligibility: This position is funded through the Canada-British Columbia Job Fund's Get Youth Working program. Applicants must meet these requirements:

- Unemployed or underemployed (less than 20 hours), 15 to 29 years of age
- Not a full-time student, enrolled in high school or returning to school
- Resident of BC (living in BC as a Canadian, a permanent resident, or a protected person) and legally entitled to work in Canada
- Not currently receiving or eligible for Employment Insurance, and have not received Employment Insurance in the past 36 months, or 60 months for a parental claim
- Not a participant in another Canada Job Fund program
- Accepted as an eligible participant into the program by Bowman Employment Services.

RESPONSIBILITIES

- Revising and implementing Box Office policies and procedures, including updating the Box Office manual
- Implementing, monitoring, and troubleshooting online ticket sales
- Hiring, training, scheduling, and supervising five Box Office staff members
- Planning and supervising the Box Office physical and virtual layout
- Organizing pickup of festival passes and complimentary tickets
- Organizing and implementing ticket pre-booking process for pass holders
- Organizing Front of House for Pick of the Fringe shows
- Maintaining office hours for in-person ticket purchases
- Maintaining a presence in the Box Office and communicating by radio with other departments during the festival
- Troubleshooting to resolve customer service issues and technical difficulties
- Generating daily Box Office reports and statistics
- Assisting with volunteer training; supervising Box Office and Info Booth volunteers
- Other duties as required, including preparation and delivery of a final report

QUALIFICATIONS

- Must have Box Office experience
- Excellent interpersonal and communication skills
- Excellent computer skills: Microsoft Office required; databases and website maintenance an asset
- Ability to comfortably and accurately deal with cash
- Excellent customer service skills
- Experience supervising other staff members
- The ability to work flexible hours and a capacity for working under pressure
- Good organizational and multi-tasking skills
- An interest in the theatre and an awareness of the not-for-profit environment

SALARY: \$14.00/hour

HOW TO APPLY: Email a cover letter and resume to administration@vancouverfringe.com with the job title in the subject line of your email.

APPLICATION DEADLINE: May 29, 2017