



Vancouver Fringe Festival  
Box 203-1398 Cartwright St.  
Vancouver, BC, V6H 3R8  
[vancouverfringe.com](http://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 full-time position starting July 17, 2017 and running until September 25, 2017.

### 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, based on a 37.5 hour work week

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

**APPLICATION DEADLINE: June 12, 2017**

The Vancouver Fringe thanks all applicants in advance. Only those candidates selected for an interview will be contacted. The Fringe is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes.