



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 Theatre Society produces the Vancouver Fringe Festival, BC's largest theatre festival! Pursuing the vision of "Theatre for Everyone," the Fringe Festival features unjuried, uncensored theatre of all kinds for all audiences. The 2019 Festival will take place September 5-15 at venues on and around Granville Island and across the city. The Vancouver Fringe Theatre Society also operates Theatre Wire which offers year-round tickets, packages, and info about independent theatre in Vancouver.

Reporting to the Managing Director, the Box Office Manager is responsible for the planning and implementation of all aspects of the Fringe Box Office. This is a full-time seasonal position running from July 2, 2019 to September 23, 2019.

### 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; SRO or similar ticketing software 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:** \$16.00/hour, based on a 37.5 hour work week

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

**APPLICATION DEADLINE: June 12, 2019**

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 & selection processes.