



Box Office Assistant

Organization Description:

The Vancouver folk Music Festival Society is a non-profit organization established in 1979. Over the years the Vancouver Folk Music Festival has played a key role in the development of artists and audiences on a regional, national and international level. The society continues to honour the same traditions with an emphasis on emerging and diverse artists. The 41st annual festival will take place July 13-15th, 2018

Job Description:

The Box Office Assistant will report to the Box Office Manager and offer daily support with in-person, telephone and email ticket sales and assist with tasks as needed on an on-going basis. The position will begin May 22nd, 2018 and will run for 12 weeks. **Applicants must be available to work the weekend of the festival, July 13-15th, 2018.**

Responsibilities

- Provide direct assistance to the Box Office Manager
- Retrieve/process messages from and/or answer box office telephone line; answer additional office lines when individuals are otherwise engaged or unavailable; ensure accurate/complete information is collected for each call; pass on message to appropriate staff member; follow up to ensure call actioned/any assistance required.
- Provide information in person and over the phone to visitors/callers regarding pricing/scheduled acts/policies (e.g. Exchange policies, etc.).
- Process general ticket requests – those received face-to-face and over telephone (including organization/maintenance of work area/ticket

stock/floats/supplies, electronic ticket processing re cash/debit/credit card sales, end-of-day reporting requirements/etc.)

- Assist Box Office Manager with on-site Box Office duties during the festival weekend, including training of volunteers.
- Submission of a final report post festival

Interaction with Patrons and Public

- Make sure that the customers are dealt with in an efficient and courteous manner.
- Build customer relationships by providing exceptional sales and after-sales service
- Ensure customer concerns are resolved with urgency and good judgment

Reporting to:

The Box Office Assistant will be reporting directly to the Box Office Manager.

Qualifications:

- Initiative and ability to work independently and as part of a team.
- Professional and customer-focused.
- Previous customer service experience
- An interest in the arts, and the non-profits sector
- Attention to detail and systems, with the ability to multitask.
- Exceptional time management, verbal and written communication skills.
- Mac-based computer skills preferred, especially with Microsoft Excel and Word.

How to apply:

This position is funded through the Canada Summer Jobs program.

The successful candidate must meet the eligibility criteria listed below:

- **be between 15 and 30 years of age at the start of the employment;**
- **have been registered as full-time students in the previous academic year and intend to return to school on a full-time basis in the next academic year;**
- **be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act² for the duration of the employment; and,**
- **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.**

Interested and eligible candidates are invited to email a cover letter and resume to Laurie- Ann Goodwin at laurie-ann@thefestival.bc.ca by May 17th, 2018.

The Vancouver Folk Music Festival Society strongly supports diversity and equality in employment. We welcome and encourage applications from women, persons of colour, Indigenous persons, persons with disabilities, and visible minorities.

The Vancouver Folk Festival Society thanks all applicants in advance, however, we will be contacting only those selected for an interview.

Remuneration:

\$14.00/ hour, based on a 30 hour work week (with the occasional weekend shift, including the festival weekend of July 13-15th, 2018)