

# **Edmonton Folk Music Festival**

## **Position Available for Ticket Office Coordinator**

**Reporting to the Administrator, the Ticket Office Coordinator will work alongside Festival staff and volunteers.**

### **Projects include the following:**

- Ticket Sales (in person). Availability on Saturday, June 4th is mandatory. Ticket Coordinator will help in the set up, training, management, operation and completion of the Festival In-Person Sales Event on Saturday, June 4th. This is a full day of work.
- Other ticket sales duties include:
  - Balancing and accounting of stock and sales.
  - Working with our online ticket sales provider.
  - Supervising distribution of promotional and social service ticket allocations.
  - Respond to telephone and email enquiries (patrons, sponsors, rentals, volunteers, etc.).
  - Operation and management of On-Line "Swap Board" for ticket redistribution, management and review of our website "Ticket Information" section.
  - Maintain and track sponsorship ticket arrangements.
  - Assisting with management of on-site ticket sales (volunteers, ticket pick up and returns, etc.).
  - Organize, manage and work alongside box office volunteers. Including training in Ticket Office procedures and expectations.
  - Final report and summary of ticket sales at the end of summer.
- Additional duties as assigned by the Festival Administrator based on availability and need.
- Sharing telephone reception duties with the Office Manager.

### **Skills required include:**

- Excellent oral and written communication skills
- Cash handling experience
- Excellent organizational skills
- Proficiency in human resource management or experience working as a part of a team
- Practical knowledge of Macintosh operating systems
- Pleasant telephone manner

**This is a Granted Position. Granting Requirements for applicants are:**

- 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 Act*<sup>2</sup>; and,
- Be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

This is a full time (40 hours per week), 14-week position (start date: May 24, 2016) at \$16.50 per hour. Some flexibility in hours will be required. Availability on June 4<sup>th</sup> (for ticket sales) and the Festival Weekend (Aug 4-7<sup>th</sup>) are mandatory and time off in lieu will be provided for any overtime. Evening and weekend availability may be required in the weeks leading up to the festival. Generally, staff hours for the box office are 9:30-5:30, Monday to Friday.

Preference will be given to those candidates who have a background in Arts/Production management, strong administration skills, and/or experience working with volunteers. Familiarity with the Festival is considered an asset. Students at the start of their academic programs are preferred, in the hope that they will return each summer as they pursue their degree.

Please submit CVs to [admin2@efmf.ab.ca](mailto:admin2@efmf.ab.ca) by April 06, 2016 at 5:00 pm.