

Box Office Team Member for the 2022 Toronto International Storytelling Festival

Overview

The 2022 Toronto International Storytelling Festival is looking for 2 box office team members for the festival this coming May 6-15. The two attendants will take turns looking after door sales with volunteer support. The festival's events will mostly take place at the Tranzac (292 Brunswick Ave), with one event at the Prosserman Jewish Community Centre (4588 Bathurst St).

Qualifications

- Volunteer or professional experience working in a public-facing, customer service role, or theatre box office.
- Proficient written and verbal communication skills, as well as strong interpersonal skills.
- Experience using point-of-sale systems, Square, Microsoft Outlook, Slack.

Description

As the box office team member for the 2022 Toronto International Storytelling Festival, you will play a key role in shaping the experience of festival attendees. You will facilitate ticket sales and the smooth check in of audience members. Recognizing the importance of public-facing staff to the overall guest experience, you will provide high-level customer service when greeting and engaging with attendees. You will respond to audience needs, and communicate with members of the public in a clear and positive manner, such as providing directions and program information. The role will include in-person communication as well as responding to phone and email inquiries. You will demonstrate effective conflict-resolution skills when addressing audience member concerns. You will liaise with festival staff and volunteers to ensure smooth front of house operations for the duration of the festival.

Vacancies: 2

Wage: \$20/hour

Hours: Hours to vary each day of the festival, but an estimated 20-25 hours each.

Duration of employment: One or two preparation meetings, and box office shifts between May 7, 2022, to May 15, 2022

How to Apply:

Please send applications listing relevant experience to michelleurbano@storytellingtoronto.org

Interviews to take place over zoom.