



Box Office Assistant

The Elora Festival presents world-class vocal/choral and chamber music each July in the vibrant and artistic village of Elora. Led by Artistic Director Mark Vuorinen, the Festival attracts about 7,000 people annually (in a normal pre-pandemic year) and has The Elora Singers at its core, complemented by established and emerging Canadian and international artists.

The Festival is known for offering both traditional and innovative programming, covering classical, international, Indigenous, interdisciplinary, popular and children's music genres. The Festival has adapted to captivate audiences, despite the limitations imposed by the pandemic, by pivoting to a virtual format in 2020 and 2021. We are looking forward to the return to an in-person Festival in the summer of 2022. Festival outreach activities include free concerts, masterclasses, pre-concert chats, meet and greets, children's camps, and a new week-long vocal academy for emerging artists.

The 2022 program will run from July 8 – 24 and will feature a series of performances by the ensemble in residence, The Elora Singers. Guest artists engaged to perform at the 2022 Festival include The Gesualdo Six (UK), Studio de musique ancienne de Montréal, Sarah Slean, Canadian Brass, the Rolston String Quartet, Blackwood – Peter-Anthony Togni and Jeff Reilly, TorQ Percussion Quartet, Autorickshaw, baritone Tyler Duncan and the Penderecki String Quartet.

The **Box Office Assistant** will be responsible for assisting the Event Coordinator with ticket sales at the office and concert venues, including box office organization, administration and customer service. They will organize and supervise the Festival box office during concerts, including selling and distributing tickets, coordinating Box Office volunteers, customer service problem-solving and assisting the Event Coordinator at all concerts.

Terms of Contract: \$18 / hr, on average 35 hours per week, possibly more during the Festival from July 4 – 24, 2022. Candidates must be available to work evenings and weekends at this peak time; must have a valid driver's license and vehicle and will be asked to use their own personal computer and cell phone for this position. There will be nominal compensation for this requirement. The term of contract is from May 2 – August 12, 2022 (15 weeks). All contract and permanent employees, volunteers and artists employed by the Elora Festival and The Elora Singers are required to be fully vaccinated.

Note: this position is pending approval of funding from Canada Summer Jobs.

Responsibilities include:

- Organizing and supervising the Festival box office before summer concerts
- Selling and distributing tickets
- Sending e-mails or calling Patrons/Festival Members
- Co-ordinating box office volunteers
- Resolving customer service issues

A background in classical / choral music and/or arts management would be an asset. Since the duties of this role are diverse, students will have the opportunity to apply their studies to date and learn new skills related to areas including:

- Communications
- Non-profit management
- Arts management
- Theatre arts
- Hospitality and tourism management
- Office administration
- Liberal arts
- Recreation
- Media studies
- Event management

Required Skills: A professional and respectful approach to all manner of work, including excellent oral and written communication skills, attention to detail, ability to multi-task in a fast-paced team environment, and professional demeanor towards colleagues and patrons. Experience working with Microsoft Office, customer service experience and working with cash, credit cards and other payment methods is an asset.

Supervision and Mentoring Plan: The Box Office Assistant will be directly supervised by the Event Coordinator, who will ensure they receive intensive orientation and training during the first week of employment. Training will include orientation of the office and staff, a full review of the 2022 Festival line-up, training on ticketing software, organizational policies and procedures and an inventory of support/mentoring resources available to the student. The Executive Director and Event Coordinator will work alongside the Box Office Assistant, in person. The Box Office Assistant will have the opportunity to make discoveries, offer new ideas, and participate in or shadow tasks that might not be in their job description but are of interest.

The lead mentor will be the Event Coordinator, and the youth will have many opportunities to develop their skillset through direct interaction with all staff. Mentoring will include setting learning goals and bi-weekly reviews of progress toward those goals.

Health and Safety Practices in the Workplace: Our Health and Safety Officer will orient the youth during a detailed office and venue tour, including first aid kit locations, fire extinguishers, fire exits and local emergency contact information. St John's Ambulance attend all concerts to offer medical assistance. The Box Office Assistant will not undertake any work that they feel unsafe doing. All staff are required to take AODA and WHIMS training, and Dementia Friendly training through the Waterloo-Wellington Alzheimer's Society. The youth will also receive an orientation to the Festival's Harassment and Safe Work Environment policies.

Work Environment: The Festival is committed to ensuring that every employee has a safe work environment free of discriminatory practices, violence and harassment. Employees are provided with a copy of the organization's Code of Conduct as part of the on-boarding process. In addition, the organization has contracted with Clearview Strategic Partners Inc. to provide employees with a safe, ethical and independent reporting process should a need arise.

To apply, send your résumé (max. 2 pages) and cover letter to Laura Adlers, Executive Director, at laura.adlers@elorasingers.ca . Deadline to apply: April 11, 2022.

Persons with disabilities who need accommodation in the application process or those needing job postings in an alternative format may e-mail a request to Laura Adlers at contact information above.

We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.