



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 and has The Elora Singers at its core, complemented by established and emerging Canadian and international artists.

The Festival offers both traditional and innovative programming, including classical, world music, interdisciplinary, popular and family-friendly programs.

The 2025 program will run from July 11 – 27, 2025 and will feature a series of performances by the ensemble in residence, The Elora Singers. Guest artists engaged to perform at the 2025 Festival include Jeremy Dutcher, Chanticleer, The Gesulado Six, Autorickshaw, Myriam Leblanc, Elinor Frey, Rachel Fenlon, Janina Fialkowska and members of the Kitchener-Waterloo Symphony.

The **Box Office Assistant** will be responsible for assisting the Project and Event Manager 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: \$19 / hr, on average 35 hours per week, possibly more during the Festival from July 11 – 27, 2025. The successful candidate must be available to work evenings and weekends from May to the end of the Festival, and must have a valid driver's license and vehicle. The Box Office Assistant 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 April 28 – August 15, 2025 (16 weeks).

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
- Co-ordinating box office volunteers
- Resolving customer service issues
- Cash box reconciliation, under the supervision of the Project & Event Manager

A background in classical / choral music 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 this position and learn new skills that they can relate to their ongoing studies and future employment opportunities, 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, experience with managing financial transactions, and professional demeanor towards colleagues and patrons. Experience working with Microsoft Office.

Supervision and Mentoring Plan: The Box Office Assistant will be directly supervised by the Project and Event Manager, 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 2025 Festival line-up, training on ticketing software, organizational policies and procedures and an inventory of support/mentoring resources available to the student. The Project and Event Manager will be onsite for direct supervision. The Box Office Assistant will be expected to report activities to the Project and Event Manager and attend all weekly staff meetings. They 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 that they feel is of particular interest.

The lead mentor will be the Project and Event Manager, and the Box Office Assistant 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 WaterlooWellington 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 Connect 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 Christina Stelmacovich at christina@elorasingers.ca . Deadline to apply: April 7, 2025.