



# We're Hiring!

## Shakespeare in the Ruins

### Box Office & Volunteer Coordinator

This is a term position between April 22 and July 7 (an 11-week contract).

Remuneration is \$600/ per week for (on average) 35 hours per week.

Hours of employment will vary and include Weekdays, Evenings and Weekends.

Locations include working remotely, at the SIR offices in downtown Winnipeg, and at Trappist Monastery Provincial Heritage Park

### Job Description

The *Box Office & Volunteer Coordinator* is an integral part of our Front of House team. This is a contract/seasonal position which reports directly to the General Manager. The *Box Office & Volunteer Coordinator* is the first point of contact for our patrons and volunteers and acts as the main customer service representative and volunteer manager. They will be issued an iPhone and laptop for use during the duration of the contract.

### Responsibilities

- Recruit, schedule, train and manage volunteers
- Be available during box office hours to answer phone inquiries and process ticket sales
- Process credit card payments over the phone
- Monitor the box office email address and respond to all enquiries
- Maintain patron records on our database
- Provide weekly reports on tickets sales to the GM
- Be available to attend all performances
- Assist patrons with rescheduling their tickets in the event of a canceled performance
- Operate the physical box office on-site at the Trappist Monastery Ruins
- Prepare the cash float for each performance and cash out after each performance
- Return profit, along with cash reports, to the GM at regular intervals during the production
- Coordinate with bar staff to deliver cash and cash reports from the bar to the GM
- Attend a post-mortem meeting after the production run has ended and provide a detailed report

### The Ideal Candidate

- Is friendly and enjoys working with and speaking to people
- Adapts to varying work environments
- Has strong people management skills
- Is technologically proficient
- Has good math, verbal and written English skills
- Has excellent organizational skills
- Has excellent customer service and de-escalation skills
- Works well in a team

A vehicle is a benefit, but transportation to the Ruins can be arranged if necessary.

IBPOC, disabled and Queer candidates are encouraged to apply. In as much as possible, accommodations will be made for people with disabilities should they be offered the position.

Send your resume and cover letter to [admin@sirmb.ca](mailto:admin@sirmb.ca) by April 1<sup>st</sup> to apply.