



**JOB POSTING:
ONE YELLOW RABBIT
FESTIVAL BOX OFFICE SUPERVISOR**

One Yellow Rabbit (OYR) seeks a Festival Box Office Supervisor for a festival contract for the 40th Annual High Performance Rodeo.

The High Performance Rodeo is a curated festival that for nearly four decades has enlivened our city, and made Calgary a destination for arts and culture. Being part of the festival means that you are contributing to the value of lives through your artistic endeavours.

A successful candidate would be friendly and professional, both when interacting with patrons and artists. Strong communication skills, both verbal and written, as well as the ability to handle patron complaints or concerns calmly and effectively is a must. Comfortability using spreadsheets, ticketing software and POS systems is essential, and familiarity with Tessitura software is a strong asset.

Key Responsibilities

The Box Office Supervisor supports the Audience Services Manager, and works primarily out of the Big Secret Theatre Box office providing the highest level of customer service and ticketing support in the planning stage, and to Rodeo patrons throughout the festival.

Duties include but are not the limited to:

- Supporting changes and updates to the “ticket build” and assisting with troubleshooting in collaboration with the Administrative Assistant and Audience Services Manager, as well as Werklund Centre Ticketing Department staff.
- Testing all customer pathways in regards to ticket booking and sales, and troubleshooting with the responsible Werklund Centre staff.
- Coordinating and updating seats kills, seat holds, and complimentary ticket distribution for Rodeo staff, volunteers, VIP guests, and patrons.
- Liaising with appropriate Rodeo staff (FOH and Production) to confirm house seating configurations, seat counts, holds and complimentary ticket distribution.
- Liaising with co-presentation partners and their designated ticketing teams to ensure booking and delivery of all tickets for patrons, staff and partners, as well as obtaining and sharing all relevant sales report data.
- Providing support to team members at box office locations both in Werklund Centre and at off-site venues.
- Printing and selling tickets for festival performances.

- Working with volunteers to ensure accurate information is provided to patrons.
- Working with FOH to run any necessary waitlist/rush ticket operations.
- Working front line customer service for all patrons by phone, email and in person during designated hours at the OYR office.
- Answering Box Office phone calls and emails.

Hours and Compensation

November	5 days
December	5 days
January	6 days plus 3 weeks x 42 hours
February	14 hours

The above hours are based on 7 hours per day, 35 hours per week (except for January hours as noted above) at the rate of \$23.00/hour.

Start Date: Mid-Late November, exact start date flexible

Salary: \$23 per hour

Application deadline: Sunday, November 9, 2025

Interested candidates should submit a resume, cover letter, and references to GLENDA MORRISON, AUDIENCE SERVICES MANAGER at foh@oyr.org by **Sunday November 9, 2025**.

One Yellow Rabbit is an equal opportunity employer and encourages applications from all qualified individuals. Please include "HPR Festival Box Office Supervisor" in the subject line. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Please visit www.oyr.org to learn more about One Yellow Rabbit and the High Performance Rodeo.