



Box Office Coordinator

Company: One Yellow Rabbit Theatre Association

Festival Focus: High Performance Rodeo

Location: Calgary, AB (One Yellow Rabbit Offices at Werklund Centre)

Position Start: October 2026

Contract Term: 4 months (hours will scale in accordance with Festival needs)

Compensation: \$8000

This position is estimated at 320 hours.

About One Yellow Rabbit

One Yellow Rabbit strengthens Calgary's cultural life by creating bold artistic experiences, inspiring curiosity and championing artists. For more than four decades, we've invited audiences to discover the unexpected, supported ambitious new work, and helped make Calgary a more creative and culturally adventurous city. Through the High Performance Rodeo, the High Performance Lab and other artistic initiatives, we continue to create opportunities for discovery, participation and belonging. Your support helps nurture artists, engage communities and shape Calgary's cultural future.

What is the High Performance Rodeo?

The High Performance Rodeo, curated by One Yellow Rabbit, is Calgary's annual invitation into cultural discovery. For three weeks each January, the festival transforms the city into a place where unexpected artistic encounters become part of winter life, inviting audiences to follow their curiosity beyond the familiar and discover performances, ideas and experiences they didn't know they were looking for.

Role Overview

One Yellow Rabbit is seeking an industry connected **Box Office Coordinator** to join our team for the annual High Performance Rodeo, Calgary's wildest winter festival of live performance. Reporting to the **Patron Services Manager**, The Box Office Coordinator 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.

Key Responsibilities

- Supporting the creation and maintenance of the “ticket build” and assisting with troubleshooting in collaboration with the Administrative Assistant and Patron 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.
- Other duties as may be assigned from time to time

Work Environment

- **Variable Hours: Hours will vary depending on Festival needs.** While typical weeks follow a standard schedule, this position requires high flexibility, and it is an expectation of all contractors that they be available for full-time festival hours, including evenings and weekends, during the period of **January 11th - February 7, 2027.**

Think you have what we need but your credentials don't perfectly line up? That's OK! We know that some job seekers miss opportunities if they think their qualifications don't fit. If you believe your skills and experience can make a difference here, we encourage you to apply!

Qualifications & Skills

- **Experience:** 1–3 years of experience in live events, box office operations and/or retail environments. Experience with the **Tessitura** platform is highly valued.

Our Commitment to Equity, Diversity, and Inclusion

One Yellow Rabbit believes that a diverse, inclusive, and equitable workplace is one where all employees, artists, and volunteers feel valued and respected. We are committed to a non-discriminatory approach and provide equal opportunity for employment and advancement. We strongly encourage applications from individuals of all genders, backgrounds, sexual orientations, cultures, and abilities who reflect the vibrant diversity of the community we serve.

How to Apply

Please submit your resume, a brief cover letter to **the HPR Patron Services Manager** at **foh@oyr.org**.

- **Email Subject Line:** Please use "**Application: Box Office Coordinator – [Your Name]**" as the subject of your email.
- **Application Deadline:** Monday, September 14, 2026
- **More Information:** Full job details can be found at oyr.org/about/employment