



One Yellow Rabbit is seeking an enthusiastic and experienced team player to fill the contract position of **Audience Services Manager** for their 37th Annual High Performance Rodeo, Calgary's International Festival of the Arts.

A key member of the High Performance Rodeo team, and reporting to the Producer, the Audience Services Manager oversees the festival's Box Office and Front of House operations; to provide exceptional customer experience. With responsibilities before, during and after the festival, the Audience Services Manager leads a team of approximately 20 Front of House and Box Office Staff, and works alongside an Administrative Assistant / Ticketing Coordinator during the Festival and works closely with our volunteers.

Contract Fee: \$13,000 (approximate, and will be based on the actual start date if different from below)

Contract dates:

Part time hours (estimated at 0.50 FTE) starting Oct. 11th, 2022.

Full time hours (estimated at 1.00 FTE) starting Dec. 5th, 2022.

Festival hours from Jan. 16th to Feb. 5th, 2023

Part time wrap up hours from Feb. 6th

Contract ends February 17th, 2023.

NOTE: This position will be filled when an appropriate candidate is found, and the start date is flexible.

Anticipated Hours: This contract position is based on a Full Time Equivalency (FTE) of 44 hours per week with some extended hours required during the festival dates in 2023. It is an expectation of all applicants that they be available for full-time festival hours, including evenings and weekends.

Key Accountabilities:

- Support the Administrative Assistant (and Marketing and Communications Director) in regards to ticket builds and Tessitura operations.
- Contribute to the staffing and operations plan for all audience services deliverables

including but not limited to volunteer schedule, FOH and venue security plan, health and safety measures and digital ticketing systems.

- Manage daily operations of the Festival Box Office, venue box offices and Front of House for all High Performance Rodeo venues.
- Work closely with fellow festival team members to ensure the best available standards of hospitality, access, and inclusiveness for audiences at the festival.
- Provide front-line customer service including ticket sales in person and over the phone, responding to patron queries, troubleshooting and resolving patron complaints when needed.
- Lead the Recruitment, Scheduling & Supervision of casual box office and FOH staff for all High Performance Rodeo events, including training as needed.
- Coordinate HPR satellite box office locations at venues across downtown Calgary.
- Coordinate & distribute Box Office kits for satellite venues.
- Establish and build a group sales clientele, including sourcing, contacting, arranging and maintaining all aspects of group sales.
- Attend HPR team meetings, and contribute to pre-festival planning.
- Create weekly ticket sales reports for HPR Team.
- Create final sales reports for HPR.
- Work with OYR's Business Manager to manage cash floats for all HPR venues.
- Attend monthly Tessitura User Group meetings.
- Liaise with Arts Commons Box Office.
- Manage invitation lists for openings and receptions.
- In coordination with the festival team, coordinate Artist Pass distribution.
- Other box office, front of house and administrative duties as required.

We are seeking a candidate who has:

- Experience as a supervisor and/or hiring manager leading a team of staff and volunteers.
- A background in ticket sales and digital ticketing platforms. Familiarity with Tessitura Network is considered as asset.
- A passion for building community; supporting an inclusive environment for all festival patrons, artists, staff, and volunteers.
- A strong background in performing arts, festivals, and/or live events. Those with relevant experience from other fields are encouraged to apply.
- A proven background in managing Front of House operations.
- A valid driver's license will be considered an asset, as the ability to drive a rental vehicle and/or access to a vehicle for use during the festival.

The High Performance Rodeo is committed to employment equity and diversity, and encourage applications from all interested individuals. We invite, but do not require members of equity-seeking groups to self-identify. We can provide training in certain aspects of the position, and want to support the right candidate to be successful in this contract role.

To apply for this position please email the following materials to info@oyr.org by Friday, September 30^h at 5pm with the subject heading AUDIENCE SERVICES MANAGER HPR2023:

- A cover letter detailing your interest in the position addressed to Oliver Armstrong, Producer
- A resume that highlights your relevant experience
- 2 references with current contact information

We thank everyone who applies for their interest, but only those candidates offered an interview will be contacted.

About the High Performance Rodeo:

For three wild weeks in January, One Yellow Rabbit's High Performance Rodeo, Calgary's International Festival of the Arts, is where the action is. It's a chance to watch touring performances from across Canada, acclaimed international shows, and new and experimental work from artists here in Calgary. The programming is bold, cutting-edge, funny, frank, and full of heart. There's theatre, dance, music, film, free lunchtime concerts, late-night cabarets, and so much more. Shows in the basement of the Calgary Tower, at the Royal Canadian Legion, in the +15's, a wrestling ring, an elevator, in City Hall, Eau Claire Market, the Glenbow, Central Library, Big Secret Theatre, Lunchbox, DJD, and the Jack Singer Concert Hall.

The High Performance Rodeo takes over downtown Calgary in all shapes, sizes, and sounds – defying description and tantalizing the tastes of arts and culture lovers. Audiences brave the January cold or revel in the chinook heat-wave, comb over the festival guide, and come out to play. The High Performance Rodeo is about championing creativity, building community, celebrating diverse voices, and promoting self-expression in all forms. For 36 years, the festival has been a launching pad for local artists and a spotlight onto the world's stage. It's a unique experience that only happens here. Hprodeo.ca / [@hprodeo](https://www.instagram.com/hprodeo)