



One Yellow Rabbit is seeking an enthusiastic and experienced team player to fill the position of Part-time Assistant Box Office Manager for the period of Monday, January 3, 2022 to Friday, February 11, 2022, as part of the team for the 2022 annual High Performance Rodeo.

A key member of the High Performance Rodeo team, and reporting to the Patron Services Manager, the Assistant Box Office Manager assists in the administration and supervision of the festival's Box Office and Front of House operations.

Key Accountabilities:

- Work closely with the Patron Services Manager to uphold and execute FOH and venue security plan, health and safety measures and digital ticketing systems.
- 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 escalated patron complaints when needed.
- Supervise casual box office staff, including training as needed.
- Assist in preparing and distributing ticket sales reports for HPR Team.
- Work with OYR's Business Manager and Patron Services Manager to manage cash floats for all HPR venues.
- Assist in managing invitation lists for openings and receptions.
- Other box office, front of house, and administrative duties as required.

We are seeking a candidate who has:

- Experience supervising a team of staff and volunteers.
- A high level of organization
- Experience in administration, using tools such as google drive, sheets, and email.
- A background in ticket sales and use of Tessitura Network ticketing software to sell tickets, create reports, and manage patron databases is considered an 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.

This position is part time varying in hours and will include evenings and weekends. Rate of pay will be 22/hr.

The High Performance Rodeo is committed to employment equity and diversity, and encourages 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 role.

It is an expectation of employment with One Yellow Rabbit that all employees are fully vaccinated for Covid-19 and can show proof of vaccination.

Persons who are interested in applying for this position should submit a resume and cover letter by email to:

Emily Pole

Patron Services Manager

epole@oyr.org

Applications will be accepted until December 12, 2021 or until a suitable candidate is found.

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 35 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