

Mark Fewer  
Artistic Director

Crystal L. Spicer  
Executive Director

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Stratford Arts Foundation  
A Registered Canadian Charity  
87819-7417 RR0001

## Box Office Coordinator

### Seasonal

**Dates:** June 17 – August 18, 2024

**Salary:** \$22.00 per hour / 35 hours per week / 9-week contract

**Benefits:** 4% vacation pay

### ABOUT THE COMPANY:

Stratford Summer Music is a four weeklong music festival founded in 2001 as a project of the Stratford Arts Foundation, a non-profit organization. We present a wide variety of Canadian and international artists in venues throughout the downtown core of Stratford, Ontario. We are currently seeking a candidate to fill the seasonal position of box office coordinator for the summer of 2024.

### ABOUT THE POSITION:

Stratford Summer Music is looking for a committed and enthusiastic summer student to join our team as Box Office Coordinator! The successful candidate will be motivated and enjoy working in a collaborative environment. Summer Music offers a fast-paced setting where no two days are alike, and the locations are constantly changing. Hours are flexible but you **must** be available to work evenings and most weekends during the summer.

Duties include ticket sales both on the phone and at events, merchandise sales at events, data processing, aiding patrons. The successful candidate must have a sound knowledge of Stratford and area.

Preference will be given to students who have previous hospitality experience. If this sounds like you, please contact us to discuss joining the Stratford Summer Music team.

A valid driver's license and clean driving record and knowledge of Stratford and area considered an asset.

### RESPONSIBILITIES:

- Process incoming ticket sales orders.
- Ensure all box office reports are accurate.
- Complete box office and merchandise sales transactions
- Provide exceptional customer service to SSM patrons.
- Set up and take down information booth.
- Assist in various surveying of patrons.
- Assist in poster and brochure distribution and other marketing tasks.
- Office administrative and other duties as assigned.
- Help maintain ticketing database in an accurate and reliable manner.
- Provide social media content and upkeep in collaboration with the Marketing Consultant.
- Front of House Management at all events.
- Perform other duties as required.



**WORK ENVIRONMENT:**

Stratford Summer Music prioritizes the establishment of a secure work environment, ensuring that all employees are shielded from discrimination, violence, and harassment. Upon joining, employees receive a copy of the organization's Code of Conduct.

**QUALIFICATIONS AND EXPERIENCE:**

- Demonstrated one-year experience in hospitality.
- Deeply passionate about the arts and dedicated to client engagement.
- Exceptional communication, presentation, interpersonal, and relationship-building skills essential for collaborating with individuals across all organizational levels, arts and cultural partners, and rental clients. Fosters open and confidential communication, building trust.
- Result-driven and proactive with strong multitasking abilities, adept at prioritization, and capable of working independently.
- Sociable and adept at quickly establishing rapport with new acquaintances.
- Possession of a valid Ontario driver's license or equivalent mobility documentation is an asset.
- Willingness to work flexible shifts, including weekdays, evenings, weekends, holidays, and irregular hours.
- Legally eligible to work in Canada; non-Canadian applicants must possess a valid employment visa and proper documentation permitting work in Canada for the contract's entirety.
- Must be eligible for employment under Canada Summer Jobs.

**HOW TO APPLY:**

Please forward cover letter and resume as a single document by email no later than April 30, 2024. Applications will be reviewed, and applicants may be contacted as received.

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.

**CONTACT INFORMATION:**

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