



POSITION TITLE: PATRON SERVICES & PRODUCTION ASSISTANT

RESPONSIBLE TO: Executive Director

PURPOSE OF POSITION: The Patron Services and Production Assistant (PSPA) supports both the front-of-house and behind-the-scenes operations of the Festival of the Sound. This role is essential in delivering a high-quality experience for our audiences and artists. Before and during the Festival, the PSPA provides outstanding customer service in the Box Office, assisting with ticket sales and patron inquiries. During the Festival period, the PSPA will also work closely with artists, technicians, and Festival staff and volunteers to support the smooth execution of events. This is a dynamic, hands-on role that offers valuable experience in patron services and live event production in the performing arts.

PRIMARY RESPONSIBILITIES:

1. Box Office Assistance

- Provide front-line customer service at the Box Office, both in the Festival Station Office and at the Stockey Centre, including working shifts independently
- Be prepared to work in a high volume sales environment
- Use Theatre Manager software to process ticket sales and accept donations
- Ensure Patron needs are met, with particular attention to accessibility and customer care

2. Production Assistance

- Responsible for the set up of outreach events including ChamberKids, Market in the Square, St. James' Church, and other venues where contracted tech crew is not available
- Assist contracted tech crew at the Stockey Centre and Island Queen as needed, including set up and tear down of production equipment
- Assistance with transportation of equipment and artists, as needed (access to a vehicle and a valid Ontario drivers' licence is an asset)

3. Other

- Contribute to additional Festival operations and team support as required

QUALIFICATIONS & CHARACTERISTICS:

- Able to learn software quickly
- Team player with experience working in a team environment
- Good oral and written communication skills
- Takes initiative and is a problem-solver
- Customer-service oriented
- Able to lift 50 lbs/ 24 kg
- Knowledge of and previous experience with music festivals and live event production a plus
- Access to a vehicle and valid Ontario drivers' licence a plus

POSITION STATUS:

- 6-weeks, Full-time (35 hrs/week, July – Aug)

TO APPLY:

Please send a letter of interest to Amy Saffer at saffera@festivalofthesound.ca

May 2025