



POSITION: Ottawa Chamberfest 1-Box Office and Administrative Assistant 1

DESIRED CONTRACT TERM: 26 Weeks **START DATE:** ASAP **END DATE:** 26 weeks from start date

WORK SCHEDULE: 4 business days / 32 hours per week

WORK LOCATION: Hybrid: Home and Downtown

Please Note: This position is with Ottawa Chamberfest (www.chamberfest.com) but is administered by Ottawa Festivals.

JOB SUMMARY: Reporting to and working directly under the supervision of the Box Office Manager, assists with box office sales, event building, sales reporting, and various administrative duties.

RESPONSIBILITIES:

- Working within Chamberfest's CRM software
- Managing the Box Office email address, directing incoming mail; handling outgoing mail and courier items
- Processing ticket sales, tracking sales, and collecting unused tickets and receipts
- Preparing sales reports, preparing, and reconciling bank deposits and credit card sales
- Building events in Box Office sales system for ticket sales
- Managing patron data
- Assisting in box office procedure organization and implementation for the summer festival
- Answering telephones, redirecting calls, maintaining voicemail system, and responding to inquiries
- Updating and maintaining general administrative files and front desk instructions and protocols
- On-site Box Office duties at Chamberfest events
- Additional duties as required

SKILLS and QUALIFICATIONS:

- Good verbal and written communication
- Strong interpersonal and customer service skills
- Detail-oriented team player with excellent organizational and time management skills
- Skilled in MS Office Suite
- Cash handling and customer service experience an asset
- Bilingualism is a strong asset
- Accessibility Training is an asset

ADDITIONAL QUALIFICATIONS REQUIRED:

Eligible to participate in Ontario's Job Creation Partnership (JCP) program by meeting the following criteria:

1. You are a resident, living in Ontario.
2. You are not a full-time student (part-time students are eligible).
3. You are not leaving employment to participate (working less than an average of 20 hrs./week is considered unemployed).
4. You also must meet, and provide documentation for, at least one of the following criteria:
 - a. Previously established an Employment Insurance benefit claim (regular benefits within the last three years or maternity/parental within the last five years), OR
 - b. Previously employed in Canada in any five of the last ten calendar years and earned gross income in excess of \$2000 in each calendar year.

The Ottawa Festival Network requires all individuals participating in JCP to be fully vaccinated against COVID-19 and provide proof of vaccination as a condition of the festival opportunity.

REMUNERATION:

\$600 (gross) per week for 32 hours / \$18.75 per hour provided by the Province of Ontario.

WHAT'S NEXT?

Forward your resume and cover letter to jobs@ottawafestivals.ca. Please note, only selected candidates who meet the JCP eligibility criteria will be contacted for an interview; applicants must indicate how they meet the eligibility in their email and/or cover letter. To learn more about the JCP program, please visit: <http://www.ottawafestivals.ca/jobs/jcp-overview/>. Ottawa Festivals welcomes and encourages applications from all eligible individuals.