

Job Title:	Volunteer Coordinator
Reports to:	Managing Director
Direct Reports:	Assistant Volunteer Coordinator
Department:	Next Stage Festival and Toronto Fringe Festival
Hours:	P/T Contract November 2019 – July 2020 ‘ (avg. 30hr per month outside of festival dates, hours per month varies, increases up to each festival) <u>Festival Dates:</u> Next Stage January 8-19, 2020 Toronto Fringe July 1-12, 2020
Compensation:	\$6500
Location:	Remote/ Fringe Office and Festival Sites (all downtown Toronto)
Application Deadline:	Monday November 4 th , 2019
Interview Dates:	Friday November 8 th and Monday November 11 th
Start Date:	Monday November 25, 2019

To apply: Please email employment@fringetoronto.com with VOLUNTEER COORDINATOR APPLICATION as your subject line. Submit a letter of interest and your current resume as a single PDF.

Organization Description: Toronto Fringe is a grassroots, charitable organization that runs the [Toronto Fringe Festival](#) each July, the [Next Stage Theatre Festival](#) each January, and various year-round programs that benefit youth, artists, and the theatre community at large. We are a creative match-maker, connecting artists with audiences, and empowering everyone to unleash their inner artist. We create opportunities for both emerging and established artists to produce their work with artistic freedom, while engaging members of the community by making productions as affordable and accessible as possible.

The Toronto Fringe is an organization that is inclusive and accessible and all of our programming reflects this principle. We ensure that we produce well-marketed, well-organized and fiscally stable events through which artists may develop and produce new work. In our festivals, participants have a reasonable opportunity to earn back their investment and compensate themselves for their work. The Fringe also provides audiences with the opportunity to experience a wide variety of quality theatre at an affordable price. We are proud members of the Canadian Association of Fringe Festivals (CAFF) and World Fringe. [More information here.](#)

Organization Mission: The Toronto Fringe is a platform for everyone to access, discover, and experiment with the arts. By valuing creative experiences, we contribute to a healthy arts economy and, ultimately, a thriving society.

Organization Values:

ACCESS - in every sense of the word

ACCOUNTABILITY - we work with integrity and respect

CREATIVITY - freedom of expression permeates everything we do

EXPLORATION - we let curiosity be our guide

SUPPORT - empowering you to take a chance

Main Purpose of the Position:

- To manage the volunteer-driven component of the Patron Services operations for both Festivals. This is scheduling, supporting and advocating for our volunteers for both Festivals.

Key Accountabilities:

- Organizing and managing the Fringe Volunteer Program
- Liaising with and advising all Fringe departments on the volunteer position needs, training and schedules
- Creating a positive experience for all Fringe volunteers through effective communication and volunteer appreciation initiatives
- Recruiting volunteers through active outreach to past volunteers, online postings and social media, etc. (for Next Stage ~30, for Fringe Festival ~300+)
- Maintaining reliable and accurate volunteer records and schedules in Volgistics database and in Fringe digital files
- Planning and executing of volunteer training sessions on Fringe patron and front of house policies, ensuring consistent and positive audience and volunteer experiences
- Assisting in the organization and physical setup and strike of the Volunteer Hub (Fringe Festival)
- Maintaining a presence on site during the Festivals to check-in volunteers for each shift, create a welcoming atmosphere and troubleshoot any issues that arise
- Supervising the Front of House volunteers in partnership with the Box Office and Fringe FOH Managers
- Monitoring and filling last-minute volunteer shift vacancies
- Mediating volunteer disputes and implementing volunteer discipline protocols when necessary
- Coordinating and responding to a high volume of phone and e-mail inquiries
- Other administrative and office duties as required, including completion of a final survey and post mortem report

Additional Accountabilities:

- Assisting in the planning and execution of the Volunteer Appreciation Party (Fringe Festival)
- Attending VAACT meetings and correspondence with the organization throughout the year ([Volunteer Award for Arts and Culture in Toronto](#))

Key Skills:

- Excellent interpersonal and communication skills, including facilitating and mediating
- Strong written and spoken English

- Strong leadership and organizational skills
- Experience with events and working with Volunteers is an asset, including the ability to assess volunteers' skills and manage large groups of people
- An interest in the arts and an awareness for the not-for-profit environment
- Experience producing theatre and/or Festival/ Event Management
- Logistical and problem solving skills
- Computer skills (including knowledge of Microsoft Excel and Word. Database experience a plus).
- Ability to work under pressure with grace and a sense of humor, both independently and with a team.

Additional Assets:

- Flexibility in schedule leading up to and during the festivals in order to manage all priorities, including availability on evenings and weekends for meetings and events
- Familiarity with Fringe festivals and passion for the arts and some knowledge of the Canadian Association of Fringe Festivals (www.fringefestivals.com)

How to Apply:

Interested candidates are invited to send a current resume and a brief letter of interest as **one PDF document** to employment@fringetoronto.com with the subject line: Volunteer Coordinator Application

The Toronto Fringe is committed to employment equity and diversity; we welcome and encourage applications from Deaf, Mad, or disability-identified people. At the Fringe, we believe that a caring and inclusive workplace builds a strong and dynamic team, which in turn improves our organization and benefits our festivals, services, patrons, and artists.

Interviews will be held in downtown Toronto. Accommodations are available on request for candidates taking part in all aspects of the selection process. Final candidates will be asked for references. We thank all applicants for their interest but only those selected for an interview will be contacted. All applications are considered confidential.