

Audience Engagement (Fringe Greeter)

Role Description



THE ROLE

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| Role | Audience Engagement (Fringe Greeter) |
| Location | Fringe Hub: Trades Hall, Crn Lygon & Victoria Streets, Carlton, 3053 and Other Signature Event venues as required |
| Reporting to | Volunteer Coordinator |
| Direct Reports | N/A |
| Lateral Relationships | Working closely with: Volunteer Coordinator, Festival Administrator, Front of House Manager & Supervisors, Melbourne Fringe Management team and Melbourne Fringe volunteers |
| Stakeholder Relationships | Producers, Artists, Venues, Customers, Sponsors, Suppliers |
| Role type | Unpaid/Volunteer |
| Volunteer period | 6/10/22 – 23/10/22 |

ROLE SUMMARY

If you like to smile and engage with people, then sign up as a Fringe Greeter! This involves approaching people at the Festival, asking audience members to fill out a survey, handing out flyers, providing general directions to shows, distributing programs, festival maps etc. There may be some Front of House duties during busy times. Note: you will convene at Trades Hall Fringe Hub Box Office at beginning of your shift.

KEY DUTIES AND RESPONSIBILITIES

- Report to the Volunteer Coordinator at the commencement of each shift
- Provide exceptional customer service to patrons, staff and key stakeholders
- Maintain a personable/comfortable demeanour when interacting with festival patrons
- Aim to increase patron satisfaction and encourage return visits
- Become familiar with the festival program in order to make confident recommendations
- Conduct audience surveys
- Usher patrons, guests and VIPs as required
- Learn and accurately communicate ideas from a script
- Assist the Melbourne Fringe Marketing team with supervised letter drops
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- Front of House duties if required