



Audience Engagement (Fringe Greeter)

Role Description

THE ROLE

Role	Audience Engagement (Fringe Greeter)
Location	Festival Hub: Trades Hall, Cnr Lygon & Victoria Streets, Carlton, 3053 and Curated Program locations as required
Reporting to	Volunteers Coordinator
Direct Reports	N/A
Lateral Relationships	Working closely with: Volunteers Coordinator, 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	01/10/24 – 20/10/24

ROLE SUMMARY

If you're passionate about connecting with people and providing excellent customer service, then apply to be a Fringe Greeter! This role involves approaching people at the Festival, asking audience members to fill out surveys, handing out flyers, providing general directions to shows, distributing programs and generally being a very friendly and helpful person that is willing to assist our patrons.



KEY DUTIES AND RESPONSIBILITIES

Your key duties and responsibilities may include, but are not limited to:

- Providing exceptional customer service to patrons, staff and key stakeholders
- Maintaining a personable and enthusiastic rapport when interacting with festival patrons
- Becoming familiar with the Melbourne Fringe program to confidently recommend events to patrons
- Becoming familiar with the Festival Hub and Curated Program locations to direct patrons to appropriate services and facilities
- Making announcements to festival patrons with a loud and confident voice when required
- Assisting with queue management and ticket scanning when required
- Conducting audience surveys when required