# Audience Engagement (Fringe Greeter)

## Role Description

## THE ROLE

Role – Audience Engagement (Fringe Greeter)

Locations - 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