



Front of House Attendant

Role Description

THE ROLE

Role	Front of House Attendant
Location	Fringe Hub: Trades Hall, Cnr Lygon & Victoria Streets, Carlton, 3053 Curated Program locations as required
Reporting to	Volunteers Coordinator, Site Managers and Front of House Manager
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

Do you thrive in fast paced environments? Are you a quick thinker and enjoy being in the energetic centre of festivals? Then apply to be a Front of House Attendant at this year's Melbourne Fringe! FOH Attendants will liaise with the public, Front of House Managers and artists to make sure that events run smoothly and begin on time.

This role will require you to scan patron's tickets, manage queues and seating patrons in performance spaces. You may also be required to make announcements to large crowds or help patrons with wayfinding around the Festival Hub and Curated Program locations.

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
- Becoming familiar with the Festival Hub and Curated Program locations to direct patrons to appropriate services and facilities
- Becoming familiar with the Melbourne Fringe program to confidently recommend events to patrons
- Making announcements to festival patrons with a loud and confident voice when required
- Managing show queues in compliance with Workplace Health and Safety regulations
- Assisting with ticket scanning, Festival Passes, complimentary tickets and merchandise when required
- Preparing performance spaces between shows by clearing glasses and litter, changing signage, re-setting and counting chairs
- Assisting with seating patrons in performance spaces prior and during performances