



**JOB POSTING:
FULL TIME TICKET SALES AGENT(S)**

The Arts Club Theatre Company is Western Canada's largest professional theatre company. In its 54th season, this not-for-profit charitable organization produces and presents year-round in three venues: the 250-seat Goldcorp Stage at the BMO Theatre Centre; 450-seat Granville Island Stage; 630-seat Stanley Industrial Alliance Stage; and tours throughout the province.

The Arts Club Theatre Company is currently accepting applications for two full-time Ticket Sales Agents to work 8-hour shifts as per the collective agreement with Unifor. As a member of the box office team, the Ticket Sales Agents are part of a dynamic sales team in a unionized position attending to incoming calls and sales at our call centre.

DUTIES AND RESPONSIBILITIES:

- Maintaining an exceptional level of customer service
- Upselling and cross-selling single tickets and subscriptions
- Booking subscriptions and making ticket exchanges
- Communicating the need for donations
- Answering phone calls and giving information on all our productions and packages
- Being familiar with all our productions and their content
- Handling cash and reconciling daily sales reports
- Other duties as assigned

QUALIFICATIONS:

- Familiarity with ticketing systems and databases. Knowledge of Tessitura is an asset
- The successful candidate will have a strong background in customer service and sales
- Experience in an office environment
- Previous phone experience is an asset
- Accuracy with handling cash
- Appreciation of theatre and performing arts
- Exceptional communication skills
- Sense of humour

ANTICIPATED SHIFT TIMES:

- Position #1: 9:45am – 6:15pm (with one evening shift from 11:35am – 8:05pm)
- Position #2: 11:35am – 8:05pm (with one daytime shift from 9:45am – 6:15pm)

WAGES:

- \$15.03 per hour, plus Arts Club employee health and dental benefits (after the probationary period)

APPLICATION DEADLINE: OCTOBER 15, 2017

TO APPLY:

Human Resources, Arts Club Theatre Company

EMAIL: humanresources@artsclub.com

Please provide a cover letter and a resume (when e-mailing put in the subject line that you are applying for the Full Time Fixed Ticket Sales Position)