



JOB POSTING

Ticket Sales Agent – Full Time

Deadline: Position open until filled

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. Embarking on our 58th season, the Arts Club offers professional live theatre at three venues, as well as on tour throughout the province. Arts Club Theatre Company offices, rehearsal halls, workshops, and theatres are all located on the unceded, ancestral and traditional shared lands of the x^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

Reporting to the Box Office Supervisor(s), the Ticket Sales Agent is responsible for providing exceptional customer service to patrons and subscribers primarily over the phone at our Call Center. They will also be expected to respond to enquiries that come in via email.

The successful candidate will have experience booking tickets and have an understanding of the inner workings of a theatre company.

The hours of work are Tuesday to Saturday 10:00am – 6:00pm. This is a unionized position within the UNIFOR, Local 3000 union.

QUALIFICATIONS AND EXPERIENCE

- Familiarity with ticketing systems and databases
- Knowledge of Tessitura is an asset
- Proficiency with basic computer skills
- Comfortable making and receiving phone calls
- A strong background in customer service and sales
- Experience in an office environment
- Ability to get along with co-workers
- Appreciation of theatre
- Sense of humour
- Patience and an open mind

SKILLS AND COMPETENCIES

- Maintaining an exceptional level of customer service over the phone
- Exceptional verbal and written communication skills
- Booking subscriptions and making ticket exchanges
- Upselling and cross-selling single tickets
- Communicating to patrons the need for support (includes asking and taking donations)
- Familiarity with all our productions and their content
- Other duties as assigned

Start date: Immediate

Salary: \$17 per hour

Employment Type: Full Time (40 hours per week)

To Apply: Email your cover letter and resume to bom@artsclub.com

Application Deadline: Position open until filled

We thank all who express interest in this position; however, only those selected for an interview will be contacted. The Arts Club Theatre Company is an Equal Opportunity Employer and hiring decisions are based solely on the merits of the candidates and needs of the "Society".