



JOB POSTING

Ticket Sales Agent – Part 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 at our Call Center and three (3) Box Office locations.

The successful candidate will have experience booking ticket subscriptions and making ticket exchanges, answering telephone calls and offering information to patrons, as well as cash handling and reconciliation of daily sales reports.

We are a seven (7) days a week operation and shift work will vary. Successful candidates must be available to work a minimum of two (2) days per week with one of the two days being on a Saturday or Sunday.

Shift patterns will vary depending on the show calendar, but shifts on offer will be a minimum of four (4) hours and a maximum of eight (8) hours at either our call centre or walk-up Box Offices.

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
- A flexible schedule
- Accuracy with cash handling
- 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 and in person
- 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)
- Answering phone calls and giving information on all our productions and packages
- Familiarity with all our productions and their content
- Handling cash and reconciling daily sales reports
- Other duties as assigned

Start date: Immediate

Salary: \$17 per hour

Employment Type: Part-time

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".

The Arts Club is fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs; and we strongly welcome and encourage those who self-identify as coming from underrepresented communities to submit.

Access and inclusion are deeply important to us. For those who have barriers to access to any part of our process as laid out, please do not hesitate to reach out to us and we will happily work with you to create a process that is accessible to you.