

Ticket Sales Agent (Part-Time)

Box Office is looking for a customer service oriented, theatre passionate person to join our team!

About Us

The Arts Club Theatre Company is Canada's largest year-round not-for-profit theatre company. Now in our 60th season, the Arts Club offers the best in professional theatre and has staged over 630 productions. Arts Club is grateful to have our offices, rehearsal halls, workshops, and theatres on the unceded, ancestral and traditional shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

We are British Columbia's largest non-profit cultural employer- hiring more than 500 artists, staff, and crew to stage up to 20 shows annually. We educate and cultivate students and theatre lovers of all ages—over 2,500 people engage in our education and professional development programs annually. We support artists and other arts organizations through professional engagement activities, believing firmly that an investment in the industry benefits all. We are a major economic driver in the areas surrounding our venues—our theatres attract a quarter million theatre patrons to dine and shop in the South Granville, Olympic Village, and Granville Island neighbourhoods.

Our Mission

To inspire and nurture artists and audiences through cultural experiences that are engaging, thought-provoking, and artistically innovative.

Our Vision

A community that, through storytelling, is inspired to reflect on who we are and who we can be.

Our Values

- ❖ **Determination:** We have the drive to continue to move forward, with a respectful nod to our tenacious past and a fearless embrace of our future. It is through this forward momentum that we ensure we are the artistic leaders of our community.
- ❖ **Curiosity:** We have a strong desire to know more; about ourselves, our art, and our patrons. This spirit is reflected in our willingness to make room for diversity of thought. This exploration of different viewpoints and ideas is reflected in our engagement with each other, with our art, our peers, and our community.
- ❖ **Creativity:** We use our imaginations to explore our artistic practice and champion innovation in all the work that we do. We believe in the depth of our local talent and use our resources to showcase it.
- ❖ **Comradery:** We interact with each other with good-fellowship and levity. Our spirit of generosity and warmth is seen in our empathy towards each other, our artists, our patrons, and our community. This allows us to embrace differences and makes us stronger.

- ❖ **Safety:** The health and well-being of each other and our community informs our work and creates a safe, inviting, and inclusive space for all who enter and interact with us. We commit to constantly review our practices to ensure they are anti-racist and non-discriminatory. We are fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs.

We also strive to provide a safer work environment, both physically and mentally, and we have made ongoing commitments to inclusion, anti-racism and anti-oppression. We want the stories we work together to tell to have nuanced and varied perspectives.

JOB SUMMARY

Reporting to the Box Office Managers, the Ticket Sales Agent is responsible for providing exceptional customer service to patrons and subscribers at our Call Centre and three Box Office locations.

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

Shift schedules will vary depending on the show calendar. Shifts on offer will be a minimum of four 4 hours and a maximum of 8 hours at either our call centre or one of our three theatre Box Offices.

This position falls within UNIFOR, Local 3000 union.

DUTIES AND RESPONSIBILITIES

- Answer phone calls at the Box Office Call Centre.
- Attend to guests at the theatre Box Offices.
- Respond to email inquiries from guests.
- Provide information on all our productions and products.
- Process ticket sales, exchanges, and cancellations within the terms and conditions of sale.
- Other tasks as required.

SKILLS AND COMPETENCIES

- Patience, open minded, and strong interpersonal skills.
- Maintaining an exceptional level of customer service over the phone and in person.
- Exceptional verbal and written communication skills.
- Ability for upselling and cross-selling.
- Ability to follow instructions and specific policies, terms and conditions of sale.
- Ability to work independently and as part of a team.
- Comfortable making and receiving phone calls.

QUALIFICATIONS AND EXPERIENCE

- Familiarity with ticketing systems, databases or point of sale systems.
- Experience using Tessitura is considered an asset.
- Proficiency with basic computer skills.
- A strong background in customer service and sales.
- Experience in an office environment.
- A flexible schedule.
- Passion for theatre.
- Sense of humour.

BENEFITS

- 5 to 10 paid sick days or personal days off depending on eligibility according to the Collective Agreement.
- Health and dental benefits package depending on eligibility according to the Collective Agreement.
- 4 Complimentary tickets to every production.
- Invitation to dress rehearsals.
- Invitation to first rehearsal and Meet & Greet of every production.
- Discount on all bar and concession items in our venues.

ADDITIONAL DETAILS

Employment Type: Part-time

Hourly Wage: \$18.74 (according to the Unifor Collective Agreement).

Expected Start Date: As soon as possible

How to apply?

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.

If this role sounds exciting and you'd like to learn more, please **send your resume, cover letter and weekly work availability to humanresources@artsclub.com with the subject: Ticket Sales Agent – Arts Club Theatre Company.**

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 don't hesitate to reach out to us and we will happily work with you to create a process that is accessible to you.

To enhance accessibility, you are also welcome to submit your application in one of the following formats: Word Document, PDF Document, Audio File, Video File, request a face-to-face Zoom application process, or suggest a format that is more accessible to you.

Application Deadline: May 31, 2024.

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".