



JOB POSTING

# Ticket Sales Agent - Full Time

Deadline: January 23, 2019

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. Now in its 55th season, the Arts Club offers professional live theatre at three venues, as well as on tour throughout the province.

Reporting to the Box Office Supervisor(s) the Ticket Sales Agent is responsible for providing exceptional customer service to patrons and subscribers.

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.

The hours of work are Monday, Tuesday, Thursday, Friday 11:35 AM to 8:05 PM and 9:45 AM to 6:15 PM on Wednesdays. 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
- The successful candidate will have a strong background in customer service and sales
- Experience in an office environment
- Previous phone experience is considered an asset
- A flexible schedule
- Accuracy with cash handling
- Ability to get along with co-workers
- Appreciation of theatre
- Exceptional communication skills
- Sense of humour
- Patience and an open mind

## SKILLS AND COMPETENCIES

- Maintaining an exceptional level of customer service
- Upselling and cross-selling single tickets
- Booking subscriptions and making ticket exchanges
- Communicating to patrons the need for support (includes asking and taking 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

Start date: February 2019

Salary: \$15.37

Employment Type: Full Time (40 hours per week)

To Apply: Email your cover letter and resume to [humanresources@artsclub.com](mailto:humanresources@artsclub.com)

Application Deadline: January 23, 2019

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".