



JOB POSTING

TICKET SALES SUPERVISOR

Deadline: October 22, 2021

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. Now in its 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 xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tseil-Waututh) Nations.

Reporting to the Ticket Sales Manager, the Ticket Sales Supervisor is a detailed-oriented, personable and highly engaged employee who will work to assist in the daily operations of the call centre and the box offices for the Arts Club Theatre Company. This is a full time position supervising a unionized call centre and box office team.

To be successful in the role the candidate must be customer service oriented, a confident leader, and creative, detail-oriented with considerable communication skills who thrives on the exchange of ideas.

QUALIFICATIONS AND EXPERIENCE

- Minimum five (5) years' experience in a customer service position
- Experience working in a unionized environment
- Demonstrated experience supervising employees and experience supervising union staff is an asset
- Experience working with databases management and ticket sales systems, preferably Tessitura

SKILLS AND COMPETENCIES

- Excellent customer service skills
- Strong organization skills with a high attention to detail
- Strong communication skills, both verbally and in writing
- Strong time-management skills
- Ability to interpret Collective Agreements
- Proven ability supervising a staff team
- Proven ability to take direction from multiple sources and maintain deadlines
- Proven ability to take initiative
- Proven ability to think on their feet and to apply great problem solving abilities

DUTIES AND RESPONSIBILITIES

- Motivate, monitor, coach and train Ticket Sales Agents to meet company revenue goals
- Generate schedules and payroll for Ticket Sales Agents
- Maintain seating maps and book complimentary tickets to meet inter-departmental needs
- Provide quotes, reserve seats and facilitate payment for group sales
- Generate various ticketing, customer service and financial reports
- Contribute to the maintenance of patron database in Tessitura
- Communicate and enforce Arts Club policies
- Address escalated customer services issues
- Assist in troubleshooting IT issues
- Facilitate conflict resolution
- Establish positive working relationships with other departments within the company to ensure high quality patron-centric focus is delivered consistently by all Arts Club productions, events and services
- Promote excellence in guest service: developing and maintaining a friendly and positive environment for both the customers and the employees

Start date: TBD

Salary: \$44,000

Employment Type: Full Time

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

Application Deadline: October 22, 2021 with interviews to start November 1st.

We thank all who express interest in this position; however, only those selected for an interview will be contacted.

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