



JOB POSTING: TICKET SALES AGENT (S)

The Arts Club Theatre Company is currently accepting applications for Ticket Sales Agents available to work day and evening shifts during the week and on the weekend. As a member of the box office team the Ticket Sales Agents will be part of a dynamic sales team in a unionized position attending to incoming calls and sales at our box office locations.

DUTIES AND RESPONSIBILITIES:

- 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

QUALIFICATIONS:

- 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

HOURS:

We are a 7 day a week operation and shift work varies, must be available to work evenings and weekends. Flexibility is an asset. Ideal candidate will be available for 4-5 shifts a week (a typical shift is 4 hours). Candidates must have availability for a minimum of three shifts a week, one during the week and two shifts during the weekend.

WAGES:

- \$15.03 per hour.

TO APPLY:

Human Resources, Arts Club Theatre Company

EMAIL: humanresources@artsclub.com

Please provide a cover letter and a resume (when e-mailing put in the subject line that you are applying for a part-time **Ticket Sales Agent** position) Application **Deadline: October 15, 2017**

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