



JOB POSTING: TICKET SALES AGENT (S)

The Arts Club Theatre Company is currently accepting applications for Ticket Sales Agents available to work day with a priority of 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

#203-162 W 1st Ave, Vancouver BC, V5Y 0H6

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 Ticket Sales Agent position) ***Application Deadline: February 19, 2018***