

Job ID: MDS193 (AD)

Job Posted: July 20, 2021

Job Closes: August 20, 2021



The Box Office Agent is a key member of the Port Stanley Festival Theatre Box Office Team. This role requires excellent communication skills, strong attention to detail, a professional image, and the ability to provide exceptional guest experiences.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Box Office Manager, the Box Office Agent is responsible for:

- Greeting and assisting guests
- Describing venue layouts and seating locations in a clear and concise manner
- Maintaining a positive and proactive approach to ticketing activities with a strong commitment to providing superior guest experiences
- Resolving guest experience complaints relating to Box Office operations
- Ticket processing and in-person ticket sales
- Managing cash and payment processing procedures
- Organizing and distributing will call pick ups
- Reporting show details such as number of guests in attendance, show start times, delays, complaints, compliments
- Ensuring the Box Office is kept tidy and clean, ensuring that promotional materials and information is available to customers
- Working with volunteers to ensure they are prepared for each shift.
- Other duties as assigned
- Practice and understand Covid Safety protocols.

EXPERIENCE & QUALIFICATIONS

- Intermediate Computer Skills
- Cash handling
- Self-motivated, capable of independent reasoning and troubleshooting
- Possess the ability to work reliably and responsibly, both independently and in a team environment
- Excellent verbal and written communication skills are necessary
- Possess the ability to effectively work in an organized, efficient, neat manner, attention to detail is a must
- Must be able to work a varied schedule between Tuesday to Saturday for box office open hours coverage · Shifts revolve around events and occur mainly on evenings and weekends, with occasional day time shifts. Working 20-26+hours a week.

Interested applicants are to send a resume to Theatre Manager, Natasha Newby at natasha@psft.ca. Please no phone calls. Posted until position is filled.