

Box Office Attendant

ORGANIZATION:

Evergreen Cultural Centre

DEADLINE:

ORGANIZATION DESCRIPTION:

The Evergreen Cultural Centre, a registered charitable organization and not-for-profit society, opened its doors in October 1996 in the new Town Centre in Coquitlam, British Columbia. A shared vision of the City of Coquitlam, the Tri-City arts community, private business and senior government, it is a facility and organization committed to providing excellence in arts and culture.

The Centre houses a 257-seat, flexible black box theatre and a 1500 square foot public art gallery. The Rehearsal Studio and several art or meeting studios provide an additional 5000 square feet of space for Evergreen's classes, workshops and rentals while the spacious glassed-in Lobby offers a spectacular view of Lafarge Lake.

The Evergreen Cultural Centre presents a variety of arts programs including professional theatre, dance and music presentations, art exhibitions, arts education programs, and public programs for both children and adults, including arts camps.

WEBSITE:

evergreenculturalcentre.ca

JOB DESCRIPTION:

The Evergreen Cultural Centre is currently seeking an outgoing, detail-oriented individual to fill the part-time position of Box Office Attendant. We rely on our Box Office staff to provide front line sales, exceptional service, and support to our patrons, clients and staff.

HOURS:

Must be available to work weekends and evenings, some day shifts. Flexibility is an asset. This is a part-time position of approximately 5 to 15 hours a week. There will be times when more or less hours will be required depending on how busy the box office is.

RESPONSIBILITIES:

Box Office Attendants assist with day-to-day box office duties and responsibilities including, but not limited to:

- Answering patron inquiries at the box office in person, by email and over the phone
- Process and issue single tickets and subscription tickets – sales, exchanges, reprints.
- Reconciling cash and credit sales at the end of shifts
- Discretion and professional behaviour handling confidential information
- Use ticketing database (Salesforce Patron Manager), with ongoing accurate data management.
- Create a patron centered environment that runs smoothly and ensures satisfaction with all ticketing experiences.
- Handle all transactions with attention to detail
- Demonstrate the ability to balance multiple projects, meet deadlines and communicate effectively in a fast-moving environment that requires flexibility.
- Ensures tasks and duties are being completed in a timely and accurate manner.

Undertake any other duties assigned by the Box Office Manager or Assistant Box Office Manager

SKILLS REQUIRED:

- Experience with Patron Manager an asset but not required (training will be provided to the successful applicant)
- Outstanding customer service / sales experience
- Superior written and oral communication skills
- Superior detail orientation and organizational skills
- Ability to work independently and in a team environment
- Ability to listen to concerns and resolve problems creatively
- Ability to remain respectful and diplomatic when dealing with the public
- Have a positive outlook and the ability to remain calm in stressful situations
- Excellent computer skills (Excel, Word)
- Prior experience handling cash and balancing a till
- Fluency (oral and written) in English
- A good sense of humour
- Have a positive outlook and the ability to remain calm in stressful situations
- Must be available evenings and weekends

REMUNERATION:

\$14.50 per hour plus 12% in lieu of benefits

HOW TO APPLY:

Amy Bigby, Box Office Manager

EMAIL: boxoffice@evergreenculturalcentre.ca (when e-mailing put in the subject line that you are applying for the Box Office Attendant position).

Application Deadline: Until filled

We thank all who express interest in this position, however, only those selected for an interview will be contacted. No phone calls please.