

## JOB POSTING – BOX OFFICE ATTENDANT



<b>Employment Status:</b>	Permanent casual
<b>Hours:</b>	Variable hours with flexibility to work evenings and weekends
<b>Compensation:</b>	\$18.00/hour + 12% in lieu of benefits (\$20.16)

### **Organization Description:**

Situated on the shores of Lafarge Lake in Town Centre Park, Evergreen Cultural Centre (ECC) exists on the unceded, traditional, and ancestral core territory of the kwikwəłəm (Kwkwetlem) First Nation, which lies within the shared territories of the səłí lwətaʔt təməxʷ (Tsleil-Waututh), S'ólh Téméxw (Stó:lō), qiqéyt (Qayqayt), sǫəciyaʔt təməxʷ (Katzie), xʷməθkwəyəm (Musqueam), and Skwxwú7mesh Úxwumixw (Squamish) nations in the region known today as the Tri-Cities. Described by the City of Coquitlam as the “cultural jewel in Coquitlam’s Town Centre”, Evergreen Cultural Centre is the premiere venue for live arts events, exhibitions, and experiences in the Tri-Cities. We offer a thrilling season of performing arts presentations in our Studio Theatre alongside contemporary art exhibitions from artists of all mediums in the Art Gallery at Evergreen. We are dedicated to creating an inclusive and accessible community gathering place and invite visitors to immerse themselves in the magic of live performance and visual art.

### **Job description:**

The Evergreen Cultural Centre seeks part-time Box Office Attendants provide front line sales, exceptional customer service, and support to our patrons, clients, and staff. Attendants must be available to work weekends and evenings, and some day shifts. Flexibility is an asset. This is a part-time position is based on the needs of the organization and there will be times when more or fewer hours will be required depending on level of activity. Like us, you believe that art is integral to healthy communities and that art is meant to be shared as a way to connect and inspire people.

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

- Answer 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.
- Reconcile cash and credit sales at the end of shifts and producing sales reports.
- Use ticketing database (Salesforce Patron Manager), with 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
- Display discretion and professional behaviour handling confidential information
- Demonstrate the ability to balance multiple projects, meet deadlines and communicate effectively in a fast-moving environment that requires flexibility.
- Ensure tasks and duties are being completed in a timely and accurate manner.
- Perform administrative/clerical duties: filing, word and data processing, faxing, photocopying, mailing, emailing, producing reports.
- Undertake any other duties assigned by the Box Office Coordinator

Your qualifications and attributes should include:

- 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, database software)
- Experience handling cash and balancing a till
- Experience with Patron Manager an asset
- A meaningful understanding and commitment to diversity, inclusion, anti-racism, and equity
- 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

Evergreen Cultural Centre has a COVID-19 Vaccine Policy and proof of vaccination is required as a condition of employment.

**Apply:**

We value an inclusive workplace that is reflective of our community and we encourage applications from members of diverse communities who interact respectfully with a broad spectrum of people.

Please send your resume, including cover letter by Friday, September 16<sup>th</sup>, 2022, to:

**Email:** [humanresources@evergreenculturalcentre.ca](mailto:humanresources@evergreenculturalcentre.ca)  
**Address:** 1205 Pinetree Way, Coquitlam, BC V3B 7Y3

We thank all interested parties but only applicants selected for interviews will be contacted.

Website: [www.evergreenculturalcentre.ca/](http://www.evergreenculturalcentre.ca/)