

SENIOR BOX OFFICE TICKET SELLER

Department: Box Office
Type: Part-Time, Hourly
Immediate Supervisor: Box Office Manager
Supervision Exercised: None

General Statement of Duties:

This position entails the selling of tickets and assisting of customer concerns and issues, as well as responsibility for informing regular ticket sellers about any new event information, assisting sellers with certain functions in the absence of a Box Office Manager, and assisting Box Office Management with some of their duties.

The Senior Ticket Seller is given priority in scheduling hours. While a minimum number of hours per week cannot be guaranteed, the person in this role can expect to be scheduled more hours on average than normal ticket sellers.

Areas of Responsibility:

- All standard functions of a box office seller
- Training ticket sellers in new procedures as needed, assist in training of new sellers, and keeping all sellers up to date on the ever-changing volume of information in the Box Office.
- Assisting sellers with will call credit card switches, exchanges, upgrades, and other special situations (generally only in the absence or unavailability of a Box Office Manager/Supervisor)
- Opening and/or closing of the Box Office which would include having access to Safe
- Balancing Sellers in the event you are opening or closing and assisting Box Office Manager/Supervisor
- Provide Excellent Customer Service
- Offer information through our Telephone Line
- Gaining Patron information ie Name/Phone Number/Email Addresses
- Perform other duties as assigned by the Box Office Manager or Box Office Supervisor when needed, including (but not limited to):
 - Processing of club seat assignments
 - Processing of payments for club seat orders
 - Assisting with mass ticket mail outs
 - Call Centre test calls

Qualifications:

- Minimum two years' experience in the ticketing industry
- Proven ability to provide excellent customer service.
- Proven proficiency operating our ticketing system, including accuracy in ticketing transactions.
- Decision making ability.
- Ability to train sellers in new box office procedures, and assist in training of new sellers.
- Police Clearance