



**The Box Office Coordinator role is a key member of the Box Office Team. This role is very client focused, requires excellent communication skills, strong attention to detail, a professional image and the ability to support the Box Office Team in providing an exceptional guest experience.**

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Box Office Assistant Manager, the Box Office Coordinator is responsible for, but not limited to, the following duties:

- Supervising multiple aspects of the Box Office operations that include, but are not limited to, daily scheduling, directing and training of staff
- Understanding the Box Office ticketing selling platforms, including seating manifests, inventory controls, financial reporting, etc.
- Analyzing customer and sales data
- Implementation of Box Office policies and procedures
- Maintaining a positive and proactive approach to ticketing activities with a strong commitment to superior customer service
- Assisting Box Office Attendants with end of event reconciliations and help to balance daily sales reports
- Monitoring staff performance to ensure high levels of customer service are being maintained
- Resolving customer service complaints relating to Box Office operations
- Ticket processing and in-person ticket sales
- Managing cash and payment processing procedures
- Organizing and distributing will call
- Assisting with day of show requirements for promoters as it relates to ticketing functions
- Assisting with the coordination of information between promoter, venue and ticket platform teams
- Overseeing and processing client requests, holds, orders, changes and additions
- Generating and maintaining accurate daily reports
- Recording daily phone calls, walk-in traffic numbers on an hourly basis
- Assisting with development of a “Best Practices” manual outlining venue support and Box Office protocols and best practices
- Providing support to the Event Sales Staff as required
- Ensuring the Box Office is kept tidy and clean, ensuring that promotional materials and information is available to customers
- Maintaining professional relationships and providing front-line service to Premium Suite holders of Westerner Park
- Other duties as assigned



## GENERAL ADMINISTRATION

- Accurately completing all administrative work in a timely manner to meet internal deadlines
- Assisting with filing and answering phones
- Ensuring all communications from Box Office are consistent with Westerner Park Marketing Specifications
- Other duties as assigned

## EXPERIENCE & QUALIFICATIONS

- 1 - 3 years of ticketing experience and customer service
- Post Secondary certificate
- Good working knowledge of Microsoft Office, cash handling and scheduling
- 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 available for evening and weekend events as the position evolves around the entertainment industry
- Must be able to work a varied schedule in a 7-day week

## SUPERVISORY REQUIREMENTS

- Oversee the Box Office Supervisors (casual employees), Box Office Attendants (casual employees)

**AFFILIATIONS:** Westerner Employees Association

**APPLY TO:** [askus@westernerpark.ca](mailto:askus@westernerpark.ca)

This job description is not intended to be all inclusive. Personnel may perform other related duties as requested to meet the ongoing needs of the organization.