



The Box Office Supervisor role is a key member of the Box Office team. This role 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 Supervisor is responsible for:

- Describing venue layouts and seating locations in a clear and concise manner
- Leading the Box Office Team by example in:
 - Greeting and serving guests to create a memorable customer service experience
 - Maintaining a positive and proactive approach to ticketing activities with a strong commitment to providing a superior guest experiences
- Serves as the escalation point in resolving guest experience complaints related to the Box Office
- Assisting the team with ticket processing and in-person ticket sales
- Provide oversight in managing cash and payment processing procedures to ensure that Box Office Agents balance and resolving issues or discrepancies
- Provide supervision to ensure the organizing and distribution of will call pick ups is complete
- Ensuring the Box Office Agents complete their individual cleaning and close responsibilities
- Generate reports such as audits and sales numbers for client and promoters
- Re-classing seats for wheelchairs, promoter holds and standing room to open seats
- Providing oversight for scanners ensuring that the scanners have fully charges batteries and in good working condition
- Pulling comp tickets when required
- Managing the event holds and seat statuses
- Other duties as assigned

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
- Ability to diffuse situations involving dissatisfied customers and remain calm and professional
- 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 7 days a week dependent on Box Office Events and business needs.
- Shifts revolve around events and occur mainly on evenings and weekends, with occasional day time shifts



AFFILIATIONS: Westerner Employees Association

APPLY TO: 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.