

The Box Office Agent 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 provide an exceptional guest experience to every guest you serve.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Box Office Assistant Manager, the Box Office Agent is responsible for:

- Delivering an above average guest experience each and every time
- Conduct in-person ticket sales at the Box Office using the Tickets Alberta computer system
- Describing venue layouts and seating locations in a clear and concise manner
- Maintaining a positive and proactive approach to ticketing activities with a strong commitment to providing superior guest experiences
- Exercising professionalism and applying problem solving skills when satisfying guest concerns or complaints relating to Box Office operations
- Managing cash and payment processing procedures
- Organizing and distributing “will-call” pick ups
- Recording daily phone calls and walk-in traffic numbers on an hourly basis
- Ensuring the Box Office is kept tidy and clean, ensuring that promotional materials and information is available to customers
- Other duties as assigned

## EXPERIENCE & QUALIFICATIONS

- Superior customer service skills, prior experience is a strong asset
- Excellent communication skills (verbal and written)
- Understanding of basic computer skills and experience with MS Office
- General office and/or Cash handling experience preferred
- Self-motivated, capable of independent reasoning and troubleshooting
- Possess the ability to work reliably and responsibly, both independently and in a team environment
- 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 between Monday to Saturday for box office open hours coverage
- Shifts revolve around events and occur mainly on evenings and weekends, with occasional day time shifts

**AFFILIATIONS** Westerner Employees Association– Exempt

**Rate of Pay** \$15.00

**TO APPLY** Please email your Cover Letter and Resume, to Human Resources with your name and the name of the position you are applying for **in the subject line** to [HR@westernerpark.ca](mailto:HR@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.

Westerner Park supports diversity in all our human resources practices.