



# TICKETS ALBERTA – BOX OFFICE AGENT

CASUAL

Since 1891, Westerner Park has been a place for Central Albertans to gather and celebrate community events. Westerner Park is both an agricultural society and registered not-for-profit with charitable status. Each year, Westerner Park generates more than \$150 million in economic activity, more than 1.5 million visitors come through our gates to celebrate over 1,500 unique events. From weddings and banquets, hockey games and agricultural shows to concerts and trades shows, we continue to be there as Central Albertans join to share in their most memorable moments.

We pair first class facilities with down home service. We treat all our event organizers and guests with the same welcoming, approachable and trustworthy style that has defined our organization for the past 129 years. We enable and service other organizations to gather and celebrate their own purpose and cause.

We are an integral part of central Alberta. We take pride in the experiences we produce and the trade and commerce we facilitate. We support the rural and urban connection in Central Alberta, inspire youth, engage arts, culture and connect our community. Our collaborative spirit facilitates the growth and success of other non-profits and charities. We develop and apply strengths from volunteerism and partnerships for the betterment of our community as a whole.

## SUMMARY

The Tickets Alberta - Box Office Agent is a key member of the Tickets Alberta 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 Tickets Alberta Manager, the Tickets Alberta - Box Office Agent is responsible for the following:

- Delivering an above average guest experience each and every time
- Conduct in-person ticket sales at the Box Office on Westerner Park grounds or an external venue, using the Tickets Alberta software system
- Describing events and 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 ticketing operations
- Managing cash and payment processing procedures
- Organizing and distributing “will-call” ticket pick ups
- Ensuring the Box Office is kept tidy and clean, ensuring that promotional materials and information is available to customers
- Other duties as assigned

## CORE COMPETENCIES

- Decision making authority
- Customer Focused
- Client and guest experience minded

**Westerner Park supports diversity in all our human resources practices.**

- Accountability and Dependability
- Coaching
- Staff Management
- Development and Continual Learning
- Communication and Teamwork
- Stress Management
- Quality Orientation
- Adaptability / Flexibility
- Creative and Innovative Thinking
- Decision Making, Judgement and Problem Solving
- Planning and Organizing

## QUALIFICATION AND REQUIREMENTS

- 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 - specifically Outlook, Excel and Word. Experience with ticketing software and CRM systems an asset
- 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 and offsite events
- Willing to travel

## WORK ENVIRONMENT

- Given Westerner Park is in the Major Events industry, this individual will need the ability to be adaptable and flexible with their time. Work will include evenings and/or weekend shifts as event volume dictates.

**AFFILIATIONS** Member of the Westerner Employees Association

**RATE** \$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 and successful incumbents may perform other related duties as requested to meet the ongoing needs of the organization.**

**Thank you for your interest with Westerner Park. We look forward to reviewing your application.**

**Important Message:** We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until a successful applicant is found.

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