

## Box Office Associate | Hourly

Reporting to the Box Office Manager, the Box Office Associate's key responsibilities are to facilitate ticket pickup and otherwise assist patrons during performances, actively sell theatre tickets to new and renewing subscribers and single ticket buyers as well provide the highest level of customer service that Theatre Calgary patrons have come to expect.

Theatre Calgary is currently recruiting 1-2 hourly paid positions within the Box Office.

**Anticipated start date:** August 27<sup>th</sup> 2024

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### About Theatre Calgary

**Our vision** is to stand amongst the best theatres globally as a leader in innovative, impactful and diverse programming.

**Our mission** is to stimulate, provoke and delight through ambitious programming created to ignite local, national and international engagement in a sustainable manner.

Theatre Calgary reflects the communities, the country, and the world we live in with ambitious programming, passionate community engagement and extraordinary productions. For more than 50 years, we have focused our energy on providing our community with the highest level of classic and contemporary plays, featuring the best artists from Calgary and across the country.

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### Duties and responsibilities

- ◆ Performing Box Office duties within the theatre during performances, including but not limited to:
  - Selling, reprinting and exchanging tickets for patrons in person
  - Providing customer service to patrons with ticketing issues, including ticket exchanges, lost tickets, mobile ticketing issues, missed shows or other ticketing related inquiries
  - Handling and balancing cash float before and after each shift
  - Assisting with email and phone enquiries as needed
- ◆ Contributing to the environment of the Box Office and Theatre Calgary administrative office in a manner that is conducive to customer service, sales promotion, safety, and quality of work life.
- ◆ Holding a high level of familiarity and fluency with all aspects of Theatre Calgary so as to provide patrons and potential customers with accurate information regarding the company, our productions, the theatre, policies, and procedures. These communications must be made with the primary goal of ensuring the utmost customer experience.
- ◆ May participate in call campaigns and/or sales campaigns as requested (selling, tracking, calling, printing, stuffing envelopes, mailings, etc).
- ◆ Other duties to assist the Box Office Manager or Assistant Box Office Manager as required.

## Experience and Qualifications

### Must haves:

- ◆ A minimum of one (1) year Customer Service is required
- ◆ Proficiency in all aspects of telephone sales (including inbound and outbound calling campaigns)
- ◆ Knowledge and passion about the work of Theatre Calgary
- ◆ Be an enthusiastic team player with excellent interpersonal skills
- ◆ The ability to multi-task, work independently, and interact well with a wide range of internal and external customers
- ◆ Be comfortable and productive in a fast-paced and dynamic workplace
- ◆ Be well organized, decisive and have good follow-through skills
- ◆ Excellent communication skills (both oral and written)
- ◆ A professional demeanor and experience/ability in dealing with discerning patrons
- ◆ Excellent computer skills in the Microsoft Office suite

### Nice to have:

- ◆ Theatre/Box Office experience would be considered an asset
  - ◆ Experience working within the Tessitura CRM environment would be considered an asset
  - ◆ A second language
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## Working conditions

This position is a flexible, part-time shift-based position that will require weekend and evening work. The successful candidate must be available to work every Saturday and Sunday during performance weekends.

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## Remuneration

\$17.00 per hour plus vacation paid out at 4%, less statutory deductions.

This position is not eligible for any of Theatre Calgary extended benefits.

Theatre Calgary encourages applications from our diverse community. Theatre Calgary is committed to equity, diversity, and inclusion. We recognize that increasing the diversity of our staff, on all levels, is integral to accomplishing this objective. We are creating policies, practices, and programs that work toward the goal of dismantling systemic racism. We welcome all applications from women and gender nonconforming people, people of color, indigenous peoples, people with disabilities, people of all sexual orientations, and all others who may contribute to the further diversification of Theatre Calgary.

**In the spirit of reconciliation, Theatre Calgary acknowledges that we live, work and create on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Îyâxe Nakoda Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta. They were the original occupants of this land and continue to be here to this day. Theatre Calgary is grateful to have the opportunity to present in this territory.**

### How To Apply

Please submit your resume to  
Careers@theatrecalgary.com attn  
Jennifer McKenzie

Use the subject line **Box Office Associate**

We thank all those expressing interest in the role but only those selected for interviews will be contacted.

**Closing Date for Applications:**  
August 17<sup>th</sup>, 2024