



Ticket Office Manager

VERTIGO THEATRE

Temporary full-time position – Maternity Leave Coverage
August 11, 2025 to September 1, 2026

About Vertigo Theatre

Vertigo Theatre is Canada's National Theatre for Intrigue and Mystery, and Calgary's second largest professional theatre. Located at the base of the Calgary Tower, and heading into its 49th season, the Vertigo complex is home to our administration, ticket offices, and two performance venues. Vertigo Theatre aims to thrill, entertain, and challenge by creating theatre that ignites the curiosity of our community.

About the Position

Reporting to the Director of Marketing & Communications, the individual in this position is a member of the Marketing Department. The Ticket Office Manager's primary responsibilities are to take a lead role in planning and overseeing all matters pertaining to the Ticket Office and ticket sales. They are also integral in ensuring the Ticket Office continuously provides outstanding customer service and to make every effort to guarantee our patrons have an excellent Vertigo Theatre experience.

This is a temporary full-time position for maternity leave coverage.

The ideal candidate possesses superior skills in customer services, sales, staff supervision, interpersonal relations, financial management, data management, oral communication and electronic marketing.

Duties and Responsibilities

- Be fully knowledgeable about operating the ticket sales software program called Spektrix
- Comply with all Ticket Office policies
- Maintain a high quality of work, achieving the attention to detail with respect to consistency, accuracy and time lines that the position requires
- Provide outstanding customer service to ensure patrons receive an excellent audience experience
- Work toward achieving established goals
- Select, train and schedule Ticket Office Assistants
- Negotiate and administer Ticket Office services for venue renters
- Daily sales reconciliation for Vertigo productions and production-end revenue reconciliation for venue renters
- Reconcile sales revenue with Vertigo's Accountant
- Process ticket orders and exchanges, allocate seats, ensure contact information is recorded
- Authorize credit/debit/cash payments
- Ensure there is a sufficient float at all times
- Ensure tickets, float and ticket sales revenue are secure during shifts
- Return messages and emails in a timely fashion at the start of shift and throughout
- Provide a point of security for all persons entering and leaving the theatres and lobby through the main venue doors
- Coordinate special needs requirements for patrons who are disabled, providing these requirements to the Audience Services Manager prior to audience arrival
- Prepare and distribute all mail campaigns

- Oversee and participate in all telemarketing campaigns
- Administration of student matinees – bookings & invoicing
- Ensure signage and displays are up to date
- Provide support to Development Department for donations and raffle sales
- Other duties as assigned by and agreed with the Director of Marketing & Communications

Required Skills and Qualifications

- Working knowledge of Spektrix or other ticketing systems is considered a major asset
- Exceptional customer service and outstanding interpersonal skills
- Excellent computer skills and ability to learn a new ticketing system
- Professional phone demeanor
- Cash handling and credit card/debit processing experience
- Ability to work in a high-pressure environment which requires multitasking
- Experience with Microsoft Word and Excel
- Superior organizational skills with respect to time management

Dates

This a temporary full-time position for maternity leave coverage from August 11, 2025 to September 1, 2026.

Hours

40 hours per week with some evenings and weekends required. This position involves working primarily in-person at Vertigo Theatre's Ticket Office.

Compensation

- \$45,000 based on qualifications and experience
- Extended Health and Dental plan after successful completion of a 3-month probationary period with costs shared 50/50 between employee and employer
- 4% Vacation pay paid out on each pay cheque as applicable

Deadline to submit

Applications will be accepted until July 28, 2025, or until a suitable candidate is found. Interviews will commence as applications are received.

Please send a cover letter, resume or CV as well as three references to addressed to Evelyn Goj, Director of Marketing & Communications at applications@vertigotheatre.com with subject line "Ticket Office Manager".

At Vertigo Theatre we are committed to a respectful work environment and a diverse workforce. We encourage applications from all qualified individuals including visible minorities and people with disabilities.

Thank you to all applicants. Only those selected for interviews will be contacted. No phone calls please. For more information about Vertigo Theatre please visit our website, www.vertigotheatre.com