

**JOB POSTING**

**BOX OFFICE REPRESENTATIVE**

Reporting to the Interim Administration & Box Office Manager, the **Box Office Representative** is part of a team responsible for providing exceptional customer service to patrons and subscribers from our Box Office on the 3rd floor of Portage Place. The Box Office Representative will help patrons over the phone and in person and will also assist online purchasers. The Representative will be responsible for reporting and completing accurate cash out procedures.

The position is Seasonal Part-time (September – June) with 6 – 24 hours per week, including some evenings and weekends. Shift patterns will vary depending on the show calendar but each shift will be a minimum of three (3) hours and a maximum of seven (7) hours.  
  
**QUALIFICATIONS AND EXPERIENCE**

* Proficiency with basic computer tasks and functions
* Comfortable making and receiving phone calls
* Exceptional verbal and written communication skills
* A strong background in customer service and sales
* Accuracy with cash handling
* Enthusiasm for theatre
* Ability work with others
* Patience and the ability to maintain a calm, cheerful manner under pressure
* Experience with ticketing system Theatre Manager is an asset but not required

**THE POSITION**

* Maintains an exceptional level of customer service over the phone and in person
* Understands and communicates all aspects of ticket packages, prices, sections, information about the individual plays, including plot points, audience advisories, run time, and miscellaneous information about attending a play at PTE’s venue (such as parking or bus routes) or accessing digital productions online
* Books subscriptions and makes ticket exchanges plus upselling single tickets
* Conveys to patrons the need for support, includes asking for and taking of donations
* Interacts extensively with the public, hearing concerns, compliments, and complaints
* Follows privacy and security policies regarding sensitive customer information
* Assists with maintaining a tidy database, entering new data carefully
* Requires a flexible schedule, although schedules are issued well in advance and may contain regular shifts or days for each employee

***Start Date:*** August 28, 2023

***Deadline to Apply:*** August 9, 2023

***Wage:*** $16.10 / hr

***To apply:*** Please email a resume with 2 references and a cover letter to

Christopher Douglas, Interim Administration & Box Office Manager at [christopher@pte.mb.ca](mailto:christopher@pte.mb.ca)

*Only those candidates considered for an interview will be contacted*

**ABOUT PRAIRIE THEATRE EXCHANGE**

Prairie Theatre Exchange (PTE) is a not-for-profit professional theatre company, producing and presented both live and digital theatre, and is one of the largest professional arts organizations in Manitoba. PTE is a contemporary theatre company located on Treaty 1 Territory in Winnipeg, Manitoba, the traditional territory of the Anishinaabeg, Cree, Dakota and Métis Nations, and the home of many other Indigenous nations and peoples. PTE is a committed partner of Winnipeg's Indigenous Accord, and, as a part of our journey to reconciliation, we are dedicated to bringing Indigenous stories and voices to the PTE stage every season.

The plays we produce and the work we do are an expression of our priorities. The way we create and present these plays exemplifies the ethics, philosophy and guiding principles of the company. PTE welcomes and encourages artists of all backgrounds, gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability to submit for our positions. Learn more about our values at <https://www.pte.mb.ca/about-us/our-story>.