

POSITION TITLE: Box Office Assistant

Responsible To: Office Manager

Purpose of Position: This position is hired through the Canada Summer Jobs program and will be filled by a secondary or post-secondary student. Based in the Festival of the Sound Station Office it is a customer facing role that will assist in selling tickets, answering phones, and helping customers in the box office and Festival gift shop in person, on the phone, and online. This position will also assist with Festival operations by liaising with artists, contributing to keeping the office tidy inside and out, and assisting with marketing and promotions.

Primary Responsibilities:

1. Providing Excellent Customer Service

- Greeting customers in a congenial and friendly fashion
- Being knowledgeable of Festival programming

2. Processing Box Office Sales, Gift Shop Sales

- Ensuring the accuracy of all sales records at time of sale
- Communicating with the Office Manager and other staff to resolve any issues that arise during the sales process
- Training on and gaining familiarity with Theatre Manager ticketing software

3. Liaising with Festival Artists

- Contacting artists as directed
- Greeting artists who arrive at the office for rehearsals
- Ensuring Festival artists have access to the what they need at the office during rehearsals

4. Assisting with Marketing Activities

- Distributing marketing materials
- Being familiar with Festival programmes and able to speak about them

5. Assisting with regular operations

- Keeping the office neat and tidy inside and out, including sweeping, mopping, gardening, etc.
- Occasional errands at the direction of the Office Manager or Executive Director



Box Office Assistant

Key Qualifications/Requirements

- customer service experience
- able to lift 25 lbs / 12 kg
- experience working in a team environment
- good oral and written communication skills; the ability to communicate and/or interact professionally and cordially with a variety of people including customers, staff, artists, and Board Directors
- comfortable working with computers, including data entry and some emails

Experience/Education

- This position is suitable for a high school student.

Position Status: Temporary / Full Time