

We're Recruiting For...

Box Office Team Leader

This is a dynamic position, reporting to the Manager of Guest Services, and working closely with the Sales Analyst. The Box Office Team Leader assists with many aspects of box office operations.

Duties will include, but are not limited to:

- Assist in the training, scheduling and supervision of box office staff
- Assist the Sales Analyst in setting up and maintaining performances and reporting in Spektrix
- Reconciliation of box office revenues
- Coordination of all aspects of group sales including but not limited to preparation of contracts, follow-up, deposits, and ticketing
- Answer customer e-mail inquiries
- Handle customer concerns/complaints in a fair and empathetic manner
- Assist the Sales Analyst in day to day box office operations
- Process tickets sales at counter or by phone as required

The ideal Candidate will have:

- A strong commitment to providing world class service
- Dependable and flexible, willing to work evenings and weekends when required
- Ability to lead a team with a positive attitude
- Advanced level of proficiency with the English language for speaking, reading, writing, and comprehension in a professional setting; ability to communicate, present, and engage with a variety of audiences and diverse populations
- Excellent computer skills, including experience with Microsoft Office suite
- Demonstrated problem solving skills

The following would be considered an asset:

- Knowledge of, or previous experience working in a box office
- Experience working with Spektrix
- Bilingualism (French/English)

How to Apply

By email to the attention of John Mooy, Director of Human Resources, at careers@confederationcentre.com or in hard copy during regular business hours at the Security Desk of the Administration Offices located at **145 Richmond Street** in Charlottetown.

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other underrepresented groups. Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

Closing Date: 5:00pm December 9, 2022

Posted Date: **Friday, November 25, 2022**

Union Jurisdiction: IATSE B906

Classification: Box Office Team Leader

Wage Scale: The starting hourly rate is \$18.30

Casual position: Full time hours available May-December, January - April – min. 25 hrs per week.