

We're Recruiting For...

Box Office Shift Leader

The Guest Services team, comprised of both Box Office and Front of House staff, ensures all our patrons' experiences at Confederation Centre of the Arts are memorable. Box Office Staff are generally responsible for communications with guests in advance of all performances and events at the Centre, including selling tickets, and directing or assisting guests with information about the Centre, theatre performances, and other events.

Duties will include, but are not limited to:

- Assisting in the training, scheduling and supervision of Box Office staff
- Handling customer concerns/complaints in a fair and empathetic manner
- Responsibilities and accountabilities for all Box Office revenues during shift
- Servicing and selling to patrons and maintain database and tracking reports

The ideal Candidate will have:

- Previous experience as a Box Office Representative
- Dependability and flexibility, willing to work evenings and weekends when required
- Ability to lead a team with a positive attitude
- Excellent interpersonal, sales and communications skills
- Strong organizational skills, and be self-motivated
- Posses excellent computer skills, including experience with Microsoft Office suite
- Show excellent judgement and decision-making skills

The following would be considered an asset:

- 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 June 9, 2023

Posted Date: **Thursday, June 1, 2023**

Union Jurisdiction: IATSE B906

Classification: Box Office Shift Leader

Wage Scale: The starting hourly rate is \$15.90, increasing to \$16.20 after 1200 hours worked
Casual position: Typically 10 per hours per week with weekend shifts required