



**Job Title:** Assistant Manager, Ticketing & Guest Experience  
**Department:** Box Office  
**Reports To:** Ticketing Manager/Director of Events  
**Job Type:** 12-month term, Salary, Competitive Benefits Package

### **Summary**

ASM Global, the leader in privately managed public assembly facilities, is seeking an Assistant Manager, Ticketing & Guest Experience. You will be responsible for handling duties primarily in the Box Office and will oversee the Guest Services department by performing the following duties, personally or through subordinate supervisors.

### **Essential Duties and Responsibilities**

Include the following. Other duties may be assigned.

- Assists with building new events in the ticketing system, including ticket setup information, hold locations, inventory control, and event scaling.
- Produce high quality mapping and event information to be used by ticket sellers to provide clear information to ticket purchasers.
- Acts as a ticket seller, or supervisor of ticket sales as necessary. Accurately dispenses tickets as requested by patrons; accepts payment and makes change accurately. Maintains accurate record of daily balance of cash received, tickets sold and change bank/vault. Able to work independently and handle most box office questions without assistance.
- Maintains a close relationship with the Moncton Wildcats and Moncton Magic, including order processing, reporting, season setup & ticketing, assistance, and troubleshooting.
- Accurately assists with and/or prepares nightly deposits and reconciliations. Accurately assists with and/or prepares deposits and documentation for armored car services.
- Assists with processing promoter ticketing requests, group sales orders, and any other day of show requirements as necessary. Maintains accurate Corporate customer account records, and processes orders for Suite Rentals, as required, in cooperation with the Ticketing Manager.
- Responds to customer queries and service requests while maintaining a positive rapport with the public and show representatives. Handles customer complaints professionally and efficiently, as required.
- Ensures superior customer service by hiring, training, and supervising guest services team members and supervisors including event staff and security.
- Plans, organizes, and assigns all day-to-day work assignments for the Box Office and Guest Services team, and completes all related administrative functions.
- Planning and implementation of staffing and deployment of guest services staff and third-party guest service providers including paramedics, paid duty police, and security.
- Welcome and manage the movement and the activities of guests as they arrive at the event; preparation and implementation of crowd control; monitor flow of crowd for duration of event and reallocate resources when necessary.

### **Supervisory Responsibilities**

Assists the Box Office Manager with management of Ticket Sellers and carries out supervisory responsibilities in accordance with ASM Global's policies and applicable laws. Also addresses complaints and resolves problems in consultation with the Box Office Manager. Assists the Box Office Manager with the scheduling of Ticket Sellers, as required. Provides oversight and guidance to Guest Services supervisors to schedule and oversee events while in motion.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Education and/or Experience

- University Degree or Community College diploma, preferred.
- 2-5 years customer service experience in an arena or related venue.
- 1-3 years supervisory experience preferred.
- Box office experience in a similar environment strongly preferred.
- A strong combination of the various education/experience will also be considered.

## Skills and Abilities

- Excellent communication, problem solving, and organizational skills required.
- Excellent customer service and public relations skills.
- Proven success at developing and maintaining client relationships in a professional setting.
- Demonstrated knowledge of accounting and financial procedures, including record keeping and balancing.
- Knowledge of supervisory principles and practices.
- Demonstrated knowledge of ticket selling/box office operations.
- Ability to accurately count money, make change.

## Computer Skills

To perform this job successfully, an individual should have strong computer knowledge. Experience in computerized ticket systems preferred. Experience working with Microsoft Office programs such as Outlook, Word, and Excel.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Specific physical demands for this job include close vision, climb stairs, walk long distances to access all seating areas, sit or stand for long periods of time.

## Other Requirements

Due to the nature of our business candidates may need to be able to work flexible hours.

**PLEASE NOTE:** All successful candidates will be required to successfully complete a background check, which may include criminal, credit, credential and reference check.

## TO APPLY

**Please send resumes with salary requirements to:**

Dave Saldanha  
Assistant General Manager/Director of Operations  
[dsaldanha@avenircentre.com](mailto:dsaldanha@avenircentre.com)

Please ensure the subject line reads: ***Assistant Manager, Ticketing and GS***  
Only successful applicants will be contacted.