



POSITION: Box Office Ticket Seller
DEPARTMENT: Box Office
REPORTS TO: Ticketing Manager
FLSA STATUS: Part-Time, Non-exempt

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a **Box Office Ticket Seller** at the ASM managed Avenir Centre. Reporting directly to the Ticketing Manager and under the supervision of the Ticketing Coordinator, you will be responsible for ticket sales and providing excellent customer service for events.

AREA OF RESPONSIBILITY:

- Opens and or closes ticket window, as required.
- Accurately process ticket orders, process payments and make changes.
- Sell tickets for regular events, season ticket subscriptions, playoffs, and promotions.
- Maintains accurate count when selling hard tickets or providing accurate counts of computer printed tickets.
- Completes daily ticket sales reports. Reconciles balance sheet of cash, debit/credit received and tickets sold; balances sales and cash float and submits cash to Ticketing Coordinator for audit.
- Fills reservations for seats by telephone or mail, handles Will-Call window according to procedures.
- Demonstrates excellent customer service skills; responding professionally, promptly, and efficiently to customer's service requests and needs.
- Accurately & promptly relays any complaints or potential issues to the Ticketing Coordinator.
- Able to work independently and handle most box office questions and related tasks with minimal to no assistance.
- Efficiently and courteously answers questions concerning prices, seating, events and related Box Office questions.
- Files various records and reports. Performs related administrative clerical work as assigned.
- Assists in checking event information for accuracy on websites, PCI, e-blasts and newspaper articles.
- Assist co-workers as required.
- Ability to work the ticket window with minimal supervision.
- Perform other duties as assigned.

EDUCATION AND EXPERIENCE

- High school diploma or general education degree (GED).
- 3 to 6 months related experience and/or training, or equivalent combination of education and experience.
- Box office or guest services background preferred.
- Cash handling experience preferred.
- Excellent communication (both oral and written) and interpersonal skills.
- Must have professional attitude and appearance.
- Bilingual (French and English) required.

COMPUTER SKILLS

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

AVAILABILITY

This position is part-time, must be able to work flexible hours including a variety of daytime, evening, weekends and holiday shifts as needed. Must be available to work 2-3 shifts per week.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle and count coins and currency. Specific vision abilities required by this job include close vision. May be required to sit or stand, for lengthy periods of time.

NOTE

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY

Please send resumes with availability to:

Sandra Daigle
Ticketing Manager
sdaigle@avenircentre.com

Please ensure the subject line reads: **Box Office Ticket Seller**
Only successful applicants will be contacted.