

Box Office Ticket Seller Position:

Summary: This is a part time position required to work weekdays, evenings, and/or weekends, and holidays, as required in a busy and dynamic working environment. Reporting directly to the Ticketing Manager and under the supervision of the Ticketing Coordinator. Responsible for ticket sales and providing excellent customer service for events, by performing the following duties:

Essential Duties and Responsibilities include the following. Other duties as assigned.

- Opens and or closes ticket window, as required.
- Accurately process ticket orders as required; accurately process payments and make change.
- 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. Accurately reconciles balance sheet of cash, debit/credit received and tickets sold; balances sales and cash float and submits cash to Ticketing Coordinator and Ticketing Manager, for audit.
- Fills reservations for seats by telephone or mail, handles Will-Call window according to procedures, or other related duties as assigned by Ticketing Coordinator and Ticketing Manager.
- 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 and Ticketing Manager.
- 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.

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.

Certificates, Licenses, Registrations

No certifications are required.

Education and/or 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

Skills and Abilities

Ability to count money and make change, accurately and efficiently

Ability to listen and follow detailed instructions

Ability to input data into a computer to process and record sales transactions

Good communications skills. Listens and gets clarification; Responds well to questions & instructions.

Able to read and interpret written information

Good problem-solving skills and organizational ability

Ability to work independently, and as a member of the team

Excellent customer service skills and sense of public relations

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.

Other Qualifications

Ability to work the ticket window with minimal supervision

Ability to work flexible hours including a variety of daytime, evening, weekends and holiday shifts, as needed. Must be available to work a minimum of 2-3 shifts per week.

Must be able to speak, read, and write English. Ability to speak and write French is considered an asset.

Must have professional attitude and appearance.

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.

Please submit a detailed resume and cover letter to: info@smgmoncton.com