



JOB POSTING

Box Office Representative

Prairie Theatre Exchange (PTE) is a not-for-profit professional theatre company which also operates a Theatre & Film School for children, teens and adults, and is one of the largest professional arts organizations in Manitoba.

The **Box Office Representative** reports to the Box Office Supervisor and duties will include but not be limited to:

- Provide best possible customer service to all patrons, making them feel comfortable and welcome at PTE.
- Sell tickets to Prairie Theatre Exchange activities by phone and in person and assist patrons with online ticket purchases.
- Understand the various ticket prices and packages and advise patrons about seating & pricing.
- Respond accurately to patron inquiries pertaining to the box office, including but not limited to the length of show/run, warnings, age specific restrictions, local restaurants, parking and concerns regarding service charges.
- Answer all Box Office calls efficiently.
- Complete all season ticket and casual ticket procedures.
- Maintain an accurate float count and complete accurate cash out procedures at the end of day, with the goal of balancing.
- Follow all box office policies & procedures.
- Work in partnership with the Marketing Department in order to promote the season and individual shows appropriately.
- Run Theatre Manager statistical reports as requested.

Knowledge and Skills Required

- Excellent interpersonal and verbal/written communication skills
- Customer service experience
- Enjoy dealing with the public
- Able to maintain an calm, cheerful manner under pressure
- Experience with Theatre Manager an asset but not required

Terms of Employment

Seasonal Part time (Sept – May): 10 – 20 hours/week, must be available evenings & weekends
Box Office Hours: Monday to Saturday – noon to 6pm or 8:30pm, Show Sundays - noon to 3pm

To Apply

Please email a resume with 3 references and cover letter by Friday, August 11 to:

Tracey Loewen, General Manager: generalmgr@pte.mb.ca

Only those candidates considered for an interview will be contacted.