



JOB POSTING

BOX OFFICE REPRESENTATIVE

Reporting to the Administration & Box Office Manager, the **Box Office Representative** is responsible for providing exceptional customer service to patrons and subscribers from our Box Office on the 3rd floor of Portage Place. The Box Office Representative will assist patrons over the phone and in person and will also provide aid for online purchases. The Representative will be responsible for reporting and completing accurate cash out procedures at the end of day.

The position is Seasonal Part-time (September – May), 8 – 25 hours per week, including some evenings and weekends. Shift patterns will vary depending on the show calendar but each shift will be a minimum of four (4) hours and a maximum of eight (8) hours.

QUALIFICATIONS AND EXPERIENCE

- Proficiency with basic computer skills
- Comfortable making and receiving phone calls
- A strong background in customer service and sales
- Accuracy with cash handling
- A flexible schedule
- Enjoy dealing with the public
- Ability to get along with co-workers
- Enthusiasm for theatre
- Patience and an open mind, able to maintain a calm, cheerful manner under pressure
- Experience with Theatre Manager an asset but not required

SKILLS AND COMPETENCIES

- Maintaining an exceptional level of customer service over the phone and in person
- Exceptional verbal and written communication skills
- Understanding and communicating all aspects of ticket packages, prices, sections, information about the individual plays, including plot points, audience advisories or trigger warnings, and run time, and miscellaneous information about attending a play at PTE's theatre (such as parking or bus routes) or accessing a digital production online
- Booking subscriptions and making ticket exchanges
- Upselling and cross-selling single tickets
- Communicating to patrons the need for support (includes asking for and taking donations)

Start Date: October 17, 2022

Deadline to Apply: September 30, 2022

Salary: \$15.65 / hr

To apply: Please email a resume with 3 references and cover letter to

Lizabeth Kogan, Administration & Box Office Manager at lizabeth@pte.mb.ca

Only those candidates considered for an interview will be contacted

ABOUT PRAIRIE THEATRE EXCHANGE

Prairie Theatre Exchange (PTE) is a not-for-profit professional theatre company, producing and presented both live and digital theatre, and is one of the largest professional arts organizations in Manitoba. PTE is a contemporary theatre company located on Treaty 1 Territory in Winnipeg, Manitoba, the traditional territory of the Anishinaabeg, Cree, Dakota and Métis Nations, and the home of many other Indigenous nations and peoples. PTE is a committed partner of Winnipeg's Indigenous Accord, and, as a part of our journey to reconciliation, we are dedicated to bringing Indigenous stories and voices to the PTE stage every season.

The plays we produce and the work we do are an expression of our priorities. The way we create and present these plays exemplifies the ethics, philosophy and guiding principles of the company. PTE welcomes and encourages artists of all backgrounds, gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability to submit for our auditions. Learn more about our values at <https://www.pte.mb.ca/about-us/our-story>.