



## **JOB POSTING BOX OFFICE REPRESENTATIVE**

**Application Deadline:** September 24, 2025  
**Start Date:** October 2, 2025  
**End Date:** June 5, 2026  
**Wage:** \$17.50 per hour

**Location:** Winnipeg, Manitoba  
**Job Focus:** Customer Service  
**Job Type:** Part-time, Contract (October-June)  
**Hours:** **6-24 hours per week, schedule will vary**  
Evening and weekend availability is required

### **ORGANIZATION DESCRIPTION**

Prairie Theatre Exchange is a 53-year-old professional theatre company located in downtown Winnipeg, on the third floor of Portage Place Mall.

PTE prioritizes asking “Why do we need to tell this story here, in this province, city, neighbourhood?” We use theatre to exchange ideas. This is what PTE does - we share stories through the art of theatre, exchanging ideas, in this place.

PTE strives to operate a professional theatre of the highest caliber for the cultural enrichment of the community; to support the development of theatre artists and new plays; foster theatre arts-related endeavours of others through sharing our facilities and expertise; and to encourage appreciation of theatre and to provide accessible, high-quality, innovative, educational opportunities.

### **JOB DESCRIPTION**

Prairie Theatre Exchange is looking to hire one or two candidates to join our Box Office team as a Box Office Representative.

Reporting to the Patron Services Manager, Box Office Representatives are responsible for providing exceptional customer service to patrons, subscribers and donors from our Box Office located on the 3<sup>rd</sup> floor of Portage Place. The Box Office Representative will help patrons over the phone and in person and will also assist online purchasers. The Representative will be responsible for reporting and completing accurate cash out procedures at the end of the shift.

- Maintains an exceptional level of customer service over the phone, via email, and in person
- Becomes knowledgeable and skilled at efficient use of the ticketing software system
- Understands and communicates all aspects of ticket packages, prices, sections, information about the individual plays, which may include plot points, audience advisories, and run time, or accessing digital productions online, or miscellaneous information about attending a play or rental at PTE’s venue (such as nearby restaurants, parking or bus routes)
- Books subscriptions, makes ticket exchanges and upsells single tickets
- Process telemarketing sales

- Courteously conveys to patrons the need for support, including the asking for and taking of donations
- Welcomes the public and interacts with them extensively; hearing concerns, compliments, and complaints before offering solutions with efficiency and warmth
- Follows privacy and security policies regarding sensitive customer information
- Assists with maintaining a tidy database and entering and updating data carefully

This position is Seasonal Part-time, running from October 2, 2025 to June 5, 2026. Hours will include evenings and weekends, offering between 6 and 24 hours per week, depending on the schedule of performances. Shift patterns will vary throughout the season but each shift will be a minimum of three (3) hours and a maximum of seven (7) hours with the exception of staff meetings. Schedules will be issued well in advance and may contain regular shifts/days for each employee however candidates should have a flexible schedule.

## REQUIREMENTS

- Proficiency with basic computer tasks and programs, including Outlook
- Comfortable learning new software and procedures
- Comfortable making and receiving phone calls
- Exceptional verbal and written communication skills
- A strong background in customer service and sales
- Accuracy with cash handling and order processing
- Enthusiasm for theatre
- Ability work with others
- Attention to detail and organizational skills
- Patience and the ability to maintain a calm, cheerful manner under pressure
- Experience with ticketing system Spektrix is an asset but not required
- Comfortable sitting for prolonged periods of time and majority of shifts

## HOW TO APPLY

Prairie Theatre Exchange is committed to reflecting the diversity of our community and our country. As an equal opportunity employer, we encourage submissions from individuals of all genders, cultures, ethnicities, gender identities, sexual orientations, and abilities who possess the skills and qualities listed above. Learn more about our values at <https://www.pte.mb.ca/about-us/our-story>.

Prairie Theatre Exchange is committed to providing accommodation for persons with disabilities in all parts of the hiring process. Email, phone, voice memo, and in-person applications are all acceptable. If you wish to apply in any other way, please email or call us and we will make arrangements for you to do so.

Applicants are asked to submit a cover letter and resumé, with one professional reference (ideally related to Box Office) addressed to Lizabeth Kogan, Patron Services Manager.

Email applications may be directed to: [lizabeth@pte.mb.ca](mailto:lizabeth@pte.mb.ca) with “Box Office Representative” as the subject. Phone applications can go to 204.925.5255

Prairie Theatre Exchange thanks all candidates for their interest, however we will only contact those selected for interviews.

The land where PTE creates is Treaty 1 Territory, the traditional territory of the Anishinaabeg, Cree, Dakota, and Métis nations and home to many other Indigenous nations and peoples.