



## We're Recruiting For...

# Box Office Operator

The Guest Services team, comprised of both Box Office and Front of House staff, ensures all our patrons' experiences at Confederation Centre of the Arts are memorable. Box Office Staff are generally responsible for the first interactions with all guests, on the phone and in person, related to ticket sales & reservations, and responding to inquiries about programming at the Centre.

Candidates interested in applying for a position in the Box Office must:

- be available to work flexible hours between 9am and 9pm, Monday – Saturday;
- have experience handling cash and using a computer; and
- have outstanding customer service skills.
- Bilingualism and experience working in history, arts and/or culture are all considered as assets for this position.

In addition to the experience requirements listed above, the knowledge, skills, abilities, and other characteristics that are required in this role include:

- Excellent verbal communication, customer-service, and interpersonal skills;
- Self-motivation, and a positive, team-player attitude;
- Excellent listening skills and problem-solving skills;
- Ability to work independently and as part of a team;
- High level of personal and professional integrity and accountability;
- Engaging level of enthusiasm and humour;
- Ability to build and maintain relationships with customers; and
- Ability to adjust actions and/or plans in relation to external and influencing factors.



CONFEDERATION CENTRE OF THE ARTS  
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Box Office Operators are employed in accordance with the IATSE Local 906B Collective Agreement on full-time or part-time basis.

Candidates interested in pursuing this exciting opportunity should submit their résumé and covering letter to the attention of Joy Gallant, Guest Services Manager, by email to [jgallant@confederationcentre.com](mailto:jgallant@confederationcentre.com) or in hard copy during regular business hours at the Box Office.

Closing Date: March 10, 2020

We appreciate the interest of all applicants for this position. However, only candidates selected for an interview will be contacted.

Confederation Centre of the Arts is committed to providing equal opportunities in employment. We welcome and encourage applications from people with disabilities and upon request will accommodate candidates taking part in all aspects of the recruitment and selection process.