

## **Internal Job Vacancy Notice**

Position Title: **Box Office Operator** (Guest Services)

### **Description**

The Guest Services team, comprised of both Box Office and Front of House, 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 and 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
- 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 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
- Ability to adjust actions and/or plans in relation to external and influencing factors

Box Office staff are employed in accordance with the IATSE Local B906 Collective Agreement on a full-time or part-time basis.

### **Application Process**

Employees interested in applying to this position should submit a resume and covering letter detailing their experience to:

John Mooy

Director of Human Resources

By email: [careers@confederationcentre.com](mailto:careers@confederationcentre.com)

In person: Administration Office, 145 Richmond Street, Charlottetown PE, C1A 1J1

Posted Date: Monday, March 7, 2022

Union Jurisdiction: IATSE B906

Classification: Box Office Operator

Wage Scale: The starting hourly rate is \$13.80

Please note – the wage scale is subject to change upon re-negotiation of the collective agreement.