



FULL-TIME BOX OFFICE ATTENDANT

ORGANIZATION DESCRIPTION

Drayton Entertainment is a registered, not-for-profit charitable organization and one of Canada's most successful professional theatre companies. We present the finest in live theatre for all ages at seven unique venues across Ontario: the Drayton Festival Theatre in Drayton, Huron Country Playhouse and Playhouse II in Grand Bend, King's Wharf Theatre in Penetanguishene, St. Jacobs Country Playhouse and the Schoolhouse Theatre in St. Jacobs, and the Hamilton Family Theatre Cambridge.

Reports to Box Office Manager

Function Box Office representatives are responsible for selling and processing ticket orders (single-tickets, subscriptions, groups, gift certificates, and other promotions) by phone, Internet, and over-the-counter transactions.

Duties and Responsibilities shall include but not be limited to:

- Balance orders with the following list of legal tender: cash, cheques, gift certificates, credit cards, debit cards, money orders, coupons and vouchers;
- Process orders along specific criteria for price coding (single tickets, subscriptions, students, memberships, special promotions, rentals, travel club, etc.);
- Create orders for schools and groups involving blocks of reserved seats, record deposits and process the order when instructed by Groups Coordinator;
- Process Gift Certificate sales;
- Data entry of personal details, mailing information and memberships;
- Process complimentary tickets & ticket exchanges according to Drayton Entertainment policy;
- Process Gift Receipts for charitable donations and fundraisers;
- Print and hand out patron tickets at Show Call and assist with any ticketing concerns;
- Inform Box Office Manager of any customer concerns;
- Perform Opening & Closing procedures including operation of computer systems, securing building access and alarm systems;
- Process computer reports (End of Day, Credit Cards, etc.) as requested;
- Assist with special projects or mailings as needed;
- Be courteous at all times with all customers of Drayton Entertainment, making them comfortable and welcome – be positive at all times;
- Be assertive and determined in selling show packages and single tickets;
- Assist with bar sales in the lounge during intermission;
- Perform other duties as assigned by the Box Office Manager and/or Facility Manager.

Required Skills:

- The Box Office representative must have an intense desire to work with the public.

Other qualifications include:

- Excellent telephone and customer service skills.
- Previous customer service experience in the arts or not-for-profit sector is an asset.
- Confident attitude and warm, professional demeanour.
- First Aid Certification is an asset.
- Smart Serve is an asset.
- Candidate must be bondable.

Term: This is a full-time position, providing 37.5 hours of work per week. Evening and weekend work is required. This position is eligible for group benefits after one year of full-time employment.

This position is based in Waterloo Region; the successful applicant will be required to work at the St. Jacobs Country Playhouse and the Hamilton Family Theatre in Cambridge.

For consideration, interested candidates should respond by July 31, 2019 to:

Natasha Hopf

Human Resources & Artistic Administrator

Email: natasha@draytonentertainment.com

Drayton Entertainment welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.