



Box Office Personnel **Hamilton Family Theatre**

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 (Mainstage and South Huron Stage) in Grand Bend, King's Wharf Theatre in Penetanguishene, St. Jacobs Country Playhouse and Schoolhouse Theatre in St. Jacobs, and 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, coupons and vouchers.
- Process orders along specific criteria for price coding (adult and youth tickets, subscriptions, memberships, special promotions, travel club, etc.).
- Create and process orders for groups involving blocks of reserved seats, record deposits and process the order when instructed by the Groups Manager.
- Data entry of personal details, mailing information and memberships.
- Process complimentary tickets, refunds & exchanges according to Drayton Entertainment policy.
- Process Gift Receipts for charitable donations and fundraisers.
- Print and distribute patron tickets at show call and assist with 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 when required.
- 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.
- Perform other duties as assigned by the Box Office Supervisor and/or Facility Manager.
- May be required to assist with bar sales in the lounge during intermission.
- Enforce Drayton Entertainment policies and procedures including our Duty of Care.

Required Skills:

- The Box Office representative must have a demonstrated maturity in working with the public.
- Evening and weekend work is required.

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.
- Emergency First Aid Certification is an asset.
- Smart Serve is an asset.
- Candidate must be bondable.

Term: Part-time position providing 30 hours per week, beginning as soon as possible.

*This position is based at the **Hamilton Family Theatre in Cambridge, ON**. Individuals required to work onsite must provide proof of COVID-19 vaccination in accordance with Drayton Entertainment's COVID-19 Vaccination Policy. Accommodations may be requested due to medical exemption.*

For consideration, interested candidates should respond to:

Natasha Hopf

Human Resources & Artistic Administrator

Email: natasha@draytonentertainment.com

Please indicate the job title you are applying for in the subject line of your application.

Drayton Entertainment is committed to inclusion and diversity in hiring, and encourages all qualified candidates to apply. Drayton Entertainment is committed to providing employees with a barrier free work environment that is free of discrimination and harassment. Accommodations are available on request for candidates taking part in all aspects of the selection process.