



JOB POSTING - BOX OFFICE AGENT

Box Office Agent

Location:	Oshawa, ON
Type:	Part-time
Reporting to:	Patron Services Manager
Remuneration:	Negotiable based on experience and expertise, within preset range
Submission deadline:	Friday, September 6, 2019 by 4:30PM

Overview

Oshawa Little Theatre provides an increasingly diverse audience and its theatre practitioners with consistently high-quality, excellent-value live performances, education and mentoring in an outstanding performing arts facility. For 70 consecutive seasons with members as our base, our theatre has provided a community entertainment platform and developed theatrical talent of all ages, sharing with other theatre groups and our broader community, our immense experience, traditions and talent.

Oshawa Little Theatre is currently accepting applications for a permanent part time Box Office Agent to join our team of front-line staff that ensure an excellent first impression of the theatre for our patrons and guests.

Hours of Work

The Box Office Agents team are collectively responsible for providing sales and customer service support during designated posted box office hours, as established by the theatre. Currently, box office hours are: 6:30PM – 8:30PM on Wednesdays, and 11:00AM – 2:00PM on Thursdays, Fridays and Saturdays. Additional box office hours are scheduled prior to any OLT ticketed event.

As a member of the team, the Box Office Agent is typically scheduled for a specific number of these shifts per week, not for all of them, and will typically be working alone.

Areas of Focus

Box Office Sales

This area of responsibility includes all tasks that support the generation of ongoing revenue through the sale of theatre tickets to OLT productions and/or events for our rental business via the ticketing software.

- Create and maintain patron contact information
- Process ticket requests (purchases or exchanges)



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- Open and close the box office during designated set hours, including show dates
- Utilize additional tools to manage transactions including credit/debit transactions processing systems
- Respond to comp ticket and gift certificate processing requests
- Prepare 'end of day' batch report for all sales transactions that have happened during the shift
- Prepare any invoices for group sales and follow through accordingly
- Assist with season subscription transactions processing
- Liaise with Youth Group school coordinator regarding school performances for the Youth Group at the direction of the Patron Services Manager
- Process membership applications as received
- Process charitable donations and seat sponsorships as received
- Process rental payments as received

Administration

This area of responsibility includes all tasks that support the overall business and function of the theatre.

- Answer telephone inquiries including inbound calls during box office shifts, and responding to any accumulated voice mail messages since the prior shift
- Answer email correspondence and forward any messages along as applicable
- Check for postal mail and distribute accordingly
- Prepare and send emails as requested
- Ensure cash floats are maintained and balanced
- Prepare will-call tickets for show dates
- Prepare scanners for Front of House volunteers on show dates
- Report audience house numbers to Front of House Manager (or designate) for emergency purposes on performance dates
- Provide sales information to show producers and Board members as requested
- Assist with preparation of a business report for monthly Board meetings

Qualifications

- Above-average computer skills, specifically in Excel, Word, Outlook and a demonstrated ability to learn new software (including our Vendini sales portal)
- Problem-solving and analytical skills
- Previous experience with online sales or booking engines is considered an asset
- Business administration and/or clerical experience
- Accounting experience or retail sales/cashier experience
- Strong customer service skills and an ability to communicate professionally in the English language

If this opportunity matches your qualifications and experience, please apply by email, including your resume in PDF format to Oshawa Little Theatre. Submit applications to **Tristan Smith, President** at **president@oshawalittletheatre.com**, and include "Box Office Agent" in the subject line.

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