

Employment Opportunity

Box Office Assistant Manager Civic Theatres Toronto Toronto, Canada

Civic Theatre Toronto's Box Office is currently accepting applications for the role of "Box Office Assistant Manager". This is a full time position for an experienced and outgoing team player. This role consists of working evenings and weekend hours as required.

Under the direction of the Manager of Box Office Services, the Assistant Manager of Box Office Services is responsible for supporting the Box Offices of Civic Theatres Toronto in their smooth and effective operation, including handling day-to-day administrative tasks, running the Box Office for selected events and performances, and generally assisting where needed to ensure a high level of quality, efficiency, safety and warmth in service of staff, patrons and clients.

ACTIVITIES & RESPONSIBILITIES

Box Office / Ticketing

- Be the principle point of contact for internal ticket bookings, including House Seat requests, staff comps, internal purchases, Marketing comps, etc.
- Create and maintain an accurate and thorough repository of information on all CTT ticketed offerings for use by all CTT Box Office staff, empowering them with the knowledge necessary to sell and answer inquiries on any attraction at any venue.
- Keep a detailed inventory of Box Office materials, including ticket stock, ticket wallets, labels, envelopes and other stationary materials required for a successful box office operation. Ensure additional materials are acquired as and when needed.
- Act as the ranking on-site Box Office representative during shows and events where assigned by the Manager of Box Office Services.
- Liaise with clients as instructed by the Manager of Box Office Services to handle event building, ticket requests, inventory management, special offer setups, consignment pulls and other requests within their contract allowances and CTT's ticketing policies.
- Move between CTT venues as required to ensure on-site Box Office assistance where it is most needed.

Patron Services

- Oversee and administrate sales campaigns within CTT's Box Offices, including subscription & package sales and renewal campaigns, fundraising activities, and other sales initiatives on behalf of both CTT and its resident clients.
- Log into the Box Office phone queue during operating hours to handle call overflow from the front-line Box Office Attendants.
- Manage and maintain the CTT patron database, ensuring all records are properly entered, kept, cleaned and merged as needed.
- Prepare batch ticket prints and ticket mailing campaigns.

Staffing

- Assist in the recruitment, hiring, training and scheduling of Box Office Attendants and Box Office Duty Managers.
- Provide ongoing support, training and coaching for Box Office staff.

Reporting

- Provide regular reports (daily and weekly) to the Finance team, including tracking staffing costs, cash flow, daily financial balances and activity, and other information upon request.
- Assist in the preparation of Box Office settlements on a timely basis and ensure treasured funds are fully accounted for.
- Provide ad-hoc sales and patron information reporting to internal and external clients as assigned.

General

- Provide management leadership during the absence of the Manager of Box Office Services.
- Be an ambassador for Civic Theatres Toronto and promote a positive perception of the organization at all times both internally & externally.
- Perform other duties as may be assigned by the Manager, Box Office Services.

JOB SPECIFICATIONS

KNOWLEDGE & EXPERIENCE:

- Minimum college or university level post-secondary education.
- Minimum three years in a management or supervisory role in the ticketing business.
- Excellent leadership and team-building skills.
- Excellent customer service skills.
- Strong technical, mathematical and logical thinking skills.
- Flexibility, adaptability, attention to detail, planning and organizational skills.
- Ability to communicate effectively and diplomatically by phone, email and in person with patrons, clients, and staff.
- Judgment and problem solving skills to assess and resolve situations quickly, calmly, creatively and discretely.
- Good working knowledge of Microsoft Word, Excel & Outlook.
- Knowledge and experience with the Ticketmaster family of products is highly valuable.

WORKING CONDITIONS

- Flexibility in hours includes occasional work on nights and weekends as required.
- Loud noise during some performances and events.
- Ability to stand and walk freely and quickly.
- Lack of natural light in workplace.
- Occasional objectionable odours in workplace.
- Travel between CTT venues as required.
- Difficult and demanding patrons and clients.

THE ORGANIZATION:

In 2015, Toronto's City Council approved the consolidation of the governance and operations of the St. Lawrence Centre for the Arts (STLC), The Sony Centre for the Performing Arts, and Toronto Centre for the Arts (TCA) into one new organization under the direction of a City appointed board called Civic Theatres Toronto.

The mandate of Civic Theatres Toronto is to provide quality performance and event facilities and to promote its contribution to the artistic, cultural and social vitality of Toronto and its communities. The Board of Directors of Civic Theatres Toronto is responsible for overseeing the business affairs of the three venues.

HOW TO APPLY:

Interested applicants should email a cover letter and resume for confidential consideration to jobpostings@sonycentre.ca. Please include 'Box Office Assistant Manager' in the subject line.

No phone calls please.

Civic Theatres Toronto thanks all applicants in advance. Only those candidates selected for an interview will be contacted.

CTT is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources department will work with applicants requesting accommodation at any stage of the hiring process. CTT is committed to building a more diverse workplace and encourage all qualified applicants to apply.

Date Posted: July 30, 2018

Application Deadline: August 13, 2018

Start Date: ASAP