

Western Canada Theatre is searching for Part-Time **BOX OFFICE REPRESENTATIVES** to support our box office operations as we return to live performances in Fall 2021. This role is a public-facing, service-oriented sales position that closes ticket & subscription sales, provides essential event information and assists with internet purchase support for our patrons. Staff also support our & our clients' administrative, marketing & fund development activities.

**Our Box Office Representatives thrive by:**

- Providing exemplary customer service to box office customers and clients with a view towards building relationships;
- Maintaining positive and accurate communication with patrons by phone, email, and through in-person interactions, answering any inquiries and triaging concerns;
- Efficiently and precisely closing & processing sales in our ticketing software, including processing ticket orders, subscriptions, and seat change requests with subscribers and ticket-holders;
- Keeping up-to-date with new events and special offers to connect customers with the best options, offers & opportunities, while maximizing revenues;
- Printing and packaging tickets for subscription renewals and mail-outs;
- Receiving & accounting for cash, credit & debit receipts;
- Working event box office for night-of-performance patron entry & troubleshooting seating;
- Stay up-to-date on latest news, production info and special offers, as well as undertaking opening/closing routines with accuracy;
- Supporting special ticketing and/or marketing projects, including outbound telephone calls, as required;
- Performing other administrative duties, including generating reports and data entry;
- Other duties as assigned.

**The 'Ideal' Mix of Skills, Experience & Traits Might Include...**

- Previous sales & customer service experience, including managing a float;
- Excellent verbal & written communication skills, including a pleasant telephone manner;
- Handles confidential information discreetly;
- Works independently, with a strong ability to problem solve and think critically;
- A working knowledge of the Microsoft Office 365 suite, including Microsoft Word and Excel;
- A passion for live theatre and the performing arts.
- Able to work a variety of shifts on a flexible schedule, including some days, evenings, weekends and split shifts;
- Able to legally work in Canada.

**Position Information:**

- This is an **ongoing, part-time, casual position** with a variable schedule
- Staff begin training August 16, 2021, with operations resuming August 23, 2021.
- During initial 3-month probationary period, wage is set at minimum wage. Subject to a satisfactory performance review, wage increases to \$16.00 per hour, plus vacation pay.
- Our operating hours are from 12-5pm, Tuesday through Saturday, and 90-minutes prior to evening performances. Hours for special projects may vary and include days & evenings.

- **Flexibility is essential** – we are currently searching for staff to work a variety of shifts during our operating hours, including afternoons, evenings and a regular Saturday commitment. Please indicate your availability in your cover letter.

Please express your interest by sending a cover letter, resume & 2 professional references, as one attachment, to:

Michelle Chabassol, Manager of Ticketing & Patron Services  
[careers@wctlive.ca](mailto:careers@wctlive.ca)

Submissions will be reviewed starting **July 19, 2021** and will continue until the roles have been filled. We thank all who express interest, however, only those selected for an interview will be contacted.

### **About WCT**

*Western Canada Theatre tells our stories on the traditional & unceded territory of Tk'emlúps te Secwepemc, whose people are the traditional stewards of this land.*

*Since 1975, Western Canada Theatre has been producing innovative, entertaining, and educational theatre for audiences in Kamloops, throughout BC's Southern Interior, and across Canada. We have grown into one of the largest producing theatres in BC and have had a remarkable impact on the national theatre landscape: producing premieres of important new Canadian and Indigenous work, training some of Canada's finest theatre professionals, and showcasing our work and our artists across the country through touring and co-productions. We manage & operate the 700-seat Sagebrush Theatre, the 150-seat flexible configuration Pavilion Theatre, as well as our producing shops, storage & touring operations. For more information, please visit us at [wctlive.ca](http://wctlive.ca)*

### **Equity, Diversity & Inclusion Statement**

*Western Canada Theatre is committed to diversity in the workplace and we encourage all qualified candidates to apply, and to self-identify if they so choose. We hope to receive applications from candidates with a broad range of backgrounds including, but not limited to: race, ethnicity, indigeneity, gender, gender-identification, sexual orientation, class and physical ability (though our office is currently on a second floor, and as such not wheelchair accessible). We are a parent-friendly workplace, with several parents on staff. We invite anyone with access needs or requiring accommodation in the application process to contact the Managing Director.*

### **Safe & Respectful Workplace Statement**

*Western Canada Theatre is committed to the creation of a respectful work environment and supports those who have experienced or witnessed toxic behaviours. We stand up against behaviour that undermines the dignity or self-esteem of any individual, or which creates an intimidating, hostile or offensive environment. We invite all our Artists and Staff to partner with us in speaking up against harassment and standing together in addressing problems when they arise.*

### **About Kamloops**

*Kamloops is our home and is a great place to live and work. We offer you the opportunity to thrive in a city that boasts a reasonable cost of living, gorgeous terrain, active lifestyle, and, of course, the sunny weather of BC's Southern Interior. For more information, visit [Kamloops.ca](http://Kamloops.ca)*