




BOX OFFICE

Are you someone who thrives in a fast-paced environment and can stay organized under pressure? If so, we'd love to have you on our dynamic Customer Care team! As a Box Office Associate, you'll play a crucial role in ensuring that our patrons have an outstanding festival experience from the moment they arrive. Whether they're purchasing tickets, resolving ticketing issues, or picking up pre-paid tickets, you'll be their go-to resource for assistance.

Why Join Us? This is an exciting opportunity to be part of a high-energy team and directly contribute to the success of the festival. If you're passionate about delivering top-notch service and creating memorable experiences for guests, this role is perfect for you!


<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Sell tickets from the onsite box office with a friendly and professional approach. • Organize and distribute "Will-Call" tickets efficiently. • Elevate the overall customer experience with enthusiasm and positivity. • Promote and sell ticket upgrades to enhance guests' event experience. • Assist patrons with any ticket-related inquiries or issues, providing clear and effective solutions. 	<p>Requirements:</p> <ul style="list-style-type: none"> • Customer Service Training: Accessibility Standards Customer Service Training • Flexibility & Energy: Must be able to adapt to a fast-paced environment while maintaining a positive attitude. • Independence: Comfortable working with minimal supervision while remaining focused and efficient. • Physical Stamina: Ability to sit for extended periods and lift light items as needed.
<p>Required Skills:</p> <ul style="list-style-type: none"> • Excellent customer service skills with a friendly and approachable demeanour. • Strong attention to detail to ensure accuracy in transactions. • Effective communication skills to interact with guests, team members, and others. • Strong organizational skills to manage multiple tasks efficiently. • Comfortable using computers and handling financial transactions. 	<p>Assets:</p> <ul style="list-style-type: none"> • Previous customer service experience is a plus. • Bilingualism is an asset in connecting with diverse patrons. • Familiarity with working in event or festival environments. • Experience in handling sales transactions.


 Some positions are privately recruited on this team.

 Room to grow - Supervisor positions are available on this team.



NOTE: Additional training is mandatory and will be provided pre-festival

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