



# CityFolk

## CUSTOMER SUPPORT


As a member of the Customer Support team, you'll be a welcoming presence and helpful guide for festival patrons. This role blends strong communication, event knowledge, and a passion for great service to ensure a smooth, enjoyable experience for all guests. From resolving ticket issues to providing site information, you'll help festival-goers feel supported every step of the way.

**Box Office / Ticket Help:** Volunteers are the first point of contact for patrons with ticket questions, purchasing needs, or Will Call pickups. Volunteers will be stationed at the front of the festival, just outside the main entrance.

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



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 This is a wheelchair-accessible position.