

Reports to: Box Office Supervisor
Venue Services Director

Type: Hourly, Part-Time/Casual

Western Canada Theatre, operating the Kamloops Live! Box Office (KLBO) searches for a **BOX OFFICE REPRESENTATIVE**. The role is a part-time position and is ideally suited for students or anyone desiring a variable schedule that includes some day, evening & weekend shifts.

Duties include:

- Provide exemplary customer service to box office customers and clients;
- Closing ticket sales and providing event information to customers;
- Process ticket sales, print requests, and other ticketing services into the Theatre Manager ticketing system;
- Answer telephone calls and in-person inquiries for KLBO and WCT and KSO;
- Accurate entry of ticket sales and payment information;
- Managing a float & balancing till receipts;
- Printing & packaging of tickets;
- The support of special ticketing and/or marketing projects for our clients, as required.

The successful candidate will meet the following qualifications:

- Previous sales & customer service experience, including managing a float and a pleasant telephone demeanor;
- An interest in live performance;
- Handles confidential information discreetly;
- Able to work a variety of shifts on a flexible schedule, including some days, evenings, weekends and split shifts;
- Able to work independently;
- Prior box office and/or ticket sales and/or front-of-house experience, an asset.

This is a part-time, casual position, and is paid on an hourly basis. Starting salary is \$14.50 per hour, with room for growth. Box Office hours during the season are 10am-6pm, Monday through Saturday, plus evening/weekend shifts for performances. We are currently searching for a variety of shifts during our operating hours, including days and a regular Saturday commitment. Please indicate your availability in your cover letter.

Interested applicants should submit a cover letter, resume, and references by:

Friday, August 10 @ 5pm
Evan Klassen, Managing Director
careers@wctlive.ca

Western Canada Theatre is committed to diversity in the workplace and we encourage all qualified candidates to apply. Due to the volume of submissions, we thank all who express interest in this position; only those selected for an interview will be contacted.