



“Celebrating our Heritage, Investing in our Future”

The Corporation of the Town of Petrolia
is seeking a
BOX OFFICE ASSOCIATE
(Seasonal, up to 30 hours per week)

Box Office Associates are expected to offer the highest level of customer service possible to guests, donors, visiting artists, artist management, patrons, and any other member of the public or administration they may encounter. Box Office Associates are also expected to carry out any job function management deems as appropriate and within the scope of selling theatre tickets, processing sales, educating patrons about upcoming performances, customer service, audience experience, pre-show prep, post-show breakdown, guest and staff safety/emergency response/security.

Responsibilities:

- To carry out ticket sales duties using the *Theatre Manager* box office system, conversing with the public in person and by telephone, and ensuring constant attention to detail for a smooth and courteous transaction on all occasions;
- To be fully informed and proactive in the marketing of the VPP's products, services and facilities, looking to create sales opportunities whenever possible;
- To participate in telephone sales campaigns as requested and to undertake any training required to assist effectiveness in this area;
- To ensure that members of the public using the VPP Box Office, whether in person or by telephone, are greeted in a welcoming, courteous and helpful manner;
- To be proactive on the theatre's behalf in customer care and public safety and comfort, ensuring that customer requirements are dealt with courteously and efficiently;
- To act as a point of reference for all enquiries concerning the activities of VPP and the Town of Petrolia;
- To respond to telephone enquiries for other departments within VPP and act as a reception point for the theatre;
- Must be aware of, and follow, the proper procedures for assisting patrons;
- Other duties as directed;

Requirements:

- Work in a fast-paced, busy environment;
- Efficient on a computer;
- An exceptional team player that is also able to work independently;
- Communicate effectively in English;
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, tact, friendliness, poise and firmness;
- Establish and maintain effective work relationships with those contacted in the performance of required duties;
- Maintain a professional, neat and well-groomed appearance, adhering to PAC uniform requirements;
- Work varied shifts, including days, nights, weekends, and holidays;
- CPR/First Aid an asset;

Resumes clearly marked Boxoffice Associate will be accepted up to **12 noon on Wednesday, October 12, 2022:**

in person at the Petrolia Municipal Office, 411 Greenfield Street

by mail to 411 Greenfield Street, Petrolia, ON N0N 1R0 or by email petrolia@petrolia.ca

We appreciate the interest of all those who respond; however, only those selected for an interview will be contacted. Information obtained through this posting is collected for candidate selection only and is protected by the Municipal Freedom of Information Act. The Town of Petrolia is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Clerks Department to ensure your accessibility needs are accommodated throughout this process.