



Title: Box Office Representative

Reports To: Box Office Manager

Duties & Responsibilities:

- Handle all aspects of taking and processing incoming ticket sales orders from customers at the window and mail sales. A few phone orders may be processed as well.
- Help maintain ticketing database in an accurate and reliable manner.
- Smile, greet customers, and answer general and ticketing questions about the Abbotsford Entertainment & Sports Centre.
- Assist managers in requested tasks including but not limited to light filing, cleaning, and organizing.

Skills & Qualifications:

- Have excellent customer service skills with a willing and pleasant attitude.
- Strong communication skills with particular attention to detail is a must.
- Must be able to work a flexible and demanding schedule.
- Experience with handling cash and credit cards.
- Proficient computer skills including working on windows based computers and the internet.
- Ability to work independently when needed, but still be a part of the overall team atmosphere helping co-workers and managers as required.
- Ability to handle customer concerns/questions/comments in a timely and positive manner.
- Ability to work under pressure.
- Box Office experience not necessary, but a plus.