



## **Ticket Centre Clerk**

**Competition: 18-01**

**Posted: August 14<sup>th</sup> 2018**

### **General Statement of Duties:**

The Ticket Centre Clerk shall be responsible for providing excellent customer service, selling tickets, and providing information about the theatre and its programs. The Ticket Centre Clerk performs retail functions of the Ticket Centre, acts as receptionist for the theatre, and provides general information about the theatre and its operations to its patrons. Ticket Centre Clerks may also assist Front of House staff during shows.

### **Supervision:**

The Ticket Centre Clerk shall be responsible for reporting to the Ticket Centre Coordinator, and must be able to work independently with minimal supervision.

### **Typical Duties & Responsibilities:**

The duties shall include but are not limited to:

#### **Ticket Sales**

- Sell tickets with a knowledge of cash, cheques, and credit card/debit card transactions;
- Follow cash out procedures, process end of day, and prepare daily ticket sales reports;
- Process phone ticket orders as well as in person sales;
- Have a working knowledge of all events, programs, and activities happening at the Tidemark Theatre;

#### **Receptionist Duties**

- Act as a message centre for the theatre;
- Direct phone calls and inquiries to the proper department;
- Assist with data entry and generating reports;

#### **Other Duties:**

- Sell and process memberships, merchandise sales, lobby art sales, donations, and gift certificates;
- Assist in updating Tidemark Theatre windows, signage, and social media sites with current ticket and event information;
- Receive signed contracts and rental deposits/payments and issue receipts;
- Receive donations and issue tax receipts;
- Assist with data entry and mail-outs;
- Maintain files and perform record keeping duties as requested;
- Attend meetings and professional development opportunities as requested;
- Comply with all Tidemark policies and safety procedures;

#### **Qualifications, Skills, & Experience:**

- Minimum Grade 12 education;
- Possess a demonstrated ability to organize multiple tasks, set priorities, meet deadlines and work under time constraints;
- Flexible and adaptable to change;

- Knowledgeable in the use of computers, multiline telephones, and social media;
- Excellent communication and organizational skills;
- Ability to communicate effectively with a variety of people in a courteous and tactful manner;
- Customer service oriented;
- Familiar with Microsoft Office and Outlook;
- Familiar with Facebook;
- Working knowledge of Theatre Manager would be an asset;
- Level 1 First Aid, World Host, Serving It Right an asset;
- Valid BC Driver's License;
- Criminal Record Check required.

**Classification:** Casual, Union (IATSE Local 168)

**Schedule:** generally afternoon and evening shifts including weekdays and weekends

**Compensation:** \$18.00/hour; 4% vacation pay; 4.5% in lieu of stat holidays; 4% in lieu of benefits (as per Collective Agreement).

**Probationary Period:** 10 shifts

**Closing Date:** Open until position filled.

Please email your resumes to:

Tidemark Theatre  
1220 Shopper's Row  
Campbell River, BC V9W 2C8  
E: [manager@tidemarktheatre.com](mailto:manager@tidemarktheatre.com)

We thank you for your interest; however, only applicants selected for an interview will be contacted.

*Note: In order to be considered, applications must include a cover letter and resume outlining experience and qualifications relative to the position.*