

B A L L E T
B A L L E
B A L L
B A L
B A
B **C**

Ballet BC
601 Smithe Street
Vancouver, BC V6B 5G1
Canada

Tel 1 604 732 5003
Fax 1 604 732 4417

info@balletbc.com
balletbc.com

Box Office Assistant (Part-Time and Seasonal)

Ballet BC is seeking a part-time and seasonal box office assistant to support the box office needs of this leading contemporary ballet company. This role serves to support our patrons and service the needs of the other departments. The assistant will help organize and streamline operational processes for external and internal box office requests.

Specific responsibilities will include:

- Provide timely and accurate data to build subscriptions, single tickets and special offers
- Work closely with Ticketmaster to ensure that all projects/tasks are completed accurately
- Processing ticket purchases, ticket exchanges and mail tickets to patrons
- Generating and maintaining various reports, records and files; including daily and weekly sales reports
- Liaison with Marketing to create e-blasts, promotions and manage deadlines
- On site representative for all performances
- Management of all complimentary, staff, & VIP ticket bookings
- Provide exceptional customer service
- Address any patron concerns or questions in a timely and professional manner

Desired qualifications:

- Exceptional customer service and organizational skills
- Ticketmaster experience
- Basic understanding of the ticketing industry
- Strong computer skills /Microsoft Office
- Tessitura/ CRM experience an asset
- Ability to learn new computer systems quickly and effectively
- Be able to meet hard deadlines with strong project management skills
- Excellent communication and interpersonal skills
- Ability to pivot with a flexible and professional demeanor
- Interest in non-profit arts management and dance

Reports to: Audience Services Manager

Compensation: Hourly; 16-40 hours per week, 3-4 weeks before each Ballet BC program, four times per year. Additional hours required depending on time of the year and box office needs.

Hours available from October 1, 2017 to May 12, 2018.

Please send your CV and letter of intent by noon on September 15, 2017 via email to: info@balletbc.com, Attention: Director of Sales & Marketing