
POSITION TITLE: BOX OFFICE TICKET AGENT
DEPARTMENT: COMMUNITY SERVICES
DIVISION: RECREATION & CULTURE
SECTION: SPORT & COMMUNITY DEVELOPMENT
GENERAL SUPERVISOR: CUSTOMER SERVICE & MARKETING COORDINATOR

AFFILIATION: NON-AFFILIATED **GROUP:** 1

POSITION SUMMARY: Under the general supervision of the Customer Service & Marketing Coordinator and the technical direction and guidance of the Box Office Coordinator, performs cashier duties for the Fort William Gardens operation.

MAJOR RESPONSIBILITIES:

1. Participates in the selling of tickets over-the-counter and by telephone on a computerized ticketing system and hard ticket sales for events held at the Fort William Gardens.
2. Participates in the selling of tickets for other events (not held at the Gardens), but where the Box Office is used as a ticket outlet.
3. Processes payments by cash, debit card and credit card.
4. Answers telephone and counter inquiries relating to all events and general facility information.
5. Completes cash reconciliation statements as per computerized sales summary and/or cash balance sheet for hard copy ticket sales.
6. Maintains ticket printers and transelect machines, as necessary.
7. Listens to concerns/complaints from the public and ensures information is directed to the appropriate personnel.
8. Assists in keeping the office in a clean and orderly fashion.
9. Performs such other related duties as may be assigned.

QUALIFICATIONS:

- Minimum 16 years of age
- Must be at a basic skill level in word processing and spreadsheet software
- Must possess good community and public relations skills and have the ability to communicate and deal with the general public in a tactful and courteous manner
- Must have cash handling experience
- Must demonstrate initiative and show a positive attitude

CONDITION OF EMPLOYMENT:

- Must undergo a successful Criminal Record and Judicial Matters Check (CRJMC)
- Will be required to work irregular hours including weekdays, evenings, and weekends

PREPARED BY:	P. BURKE	APPROVED BY:	L. MACPHAIL
EFFECTIVE DATE:	FEBRUARY 8, 2006	SUPERSEDES DATE:	APRIL 27, 2001
HOUSEKEEPING:	AUGUST 1, 2006 OCTOBER 3, 2011 (REORG) JULY 1, 2014 (REORG) NOVEMBER 20, 2014 (REORG) JULY 13, 2015 (REORG) JUNE 11, 2018 (REORG) SEPTEMBER 4, 2018 (PRC) JANUARY 1, 2021 (REORG)		
