

# Customer Service Agent (CSJ)

(8 week contact position )

Two positions available; Start Date May 23rd, 2022

Two positions available; Start Date July 11th, 2022

## Canada Summer Jobs

### ABOUT THE CAPITOL

The Cameco Capitol Arts Centre (or "Capitol Theatre") is a community-engaged arts organization committed to producing and presenting high quality professional theatre, live music, film, and other special events in the historic and picturesque town of Port Hope. The mainstage theatre seats nearly 400 and the more intimate Sculthorpe Theatre seats 80-100. The Capitol Theatre was proudly designated by the Government of Canada as a National Historic Site in 2017, as it is one of few remaining "atmospheric theatres" in North America. A major expansion project was completed during the pandemic resulting in a new dedicated rehearsal space, production facilities, and a visual art gallery. The theatre has functioned as a presenting venue, community theatre, and cinema; while programming has always been eclectic, the Capitol has been producing professional theatre for nearly 20 years. The organization is a major economic driver in the region by attracting visitors from across the province and beyond.

The Capitol theatre is looking to fill **four (4) Customer Service Agent** positions. These positions are funded by the **Canada Summer Jobs Program**, and are available to applicants **between the ages of 15-30 years old**.

### PRIMARY FUNCTION

Reporting to the Patron Services Manager, this is an amazing opportunity for young people who are friendly and approachable, hold strong computer skills, and have a love of the theatre. Working in the Box Office alongside volunteers and the Patron Services Manager, the successful candidate will respond to in-person, telephone, and email inquiries, sell tickets, and work on other projects as assigned. Customer Service Agents work closely with all other Capitol Theatre team members to deliver a one-of-a-kind experience to our visitors and the community. This position requires the candidate to have availability during regular business hours, evenings and weekends.

### DETAILED DUTIES & RESPONSIBILITIES

- Answer incoming inquiries by phone, email, and in-person in a prompt and professional manner, providing accurate information to theatre patrons with regards to theatre programming, events and fundraising initiatives.
- Process the sale of tickets for performances, events, and fundraising initiatives.
- Process merchandise sales.
- Process membership and donation requests.
- Report customer service issues to management and take initiative to resolve matters.
- Conduct outbound calls to members, donors, or ticket buyers as required.
- Maintain a neat and presentable lobby area and update merchandise displays or promotional materials as needed.
- Create daily house reports for the operations team as needed.
- Other administrative duties as assigned.

### NECESSARY QUALIFICATIONS

#### Education:

**Experience:** Past experience in similar customer service roles, point of sale and ticketing systems are an asset

#### Skills

- Customer Service. This position is a customer-facing role and requires friendly and professional conduct at all times.
- Collaboration. The successful candidate must be able to work well with other Customer Service Agents and the Front-of-House team, including volunteers.
- Communication. This position requires strong interpersonal skills, with the ability to communicate in a fast-paced and ever-changing environment.
- Technical. Strong Proficiency in Microsoft Office Suite (Excel, Word) and GSuite (Cloud Computing, Google Docs) is required. Training will be provided to use our ticketing software, Spektrix.
- Quick-Thinking. The position requires the ability to manage and defuse difficult customer situations with positivity and professionalism.

**Hours & Compensation:** There are **four (4) Customer Service Agent** positions. These positions are **8 week contracts**, consisting of **35hrs/week with a total 280 hours**. This position is funded by the Canada Summer Jobs Program, and is available to young people between the **ages of 15-30**.

This position requires the candidate to have availability during regular business hours, evenings and weekends.

Hourly wage of **\$16/hr**.

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**How to Apply:** Interested candidates should email their CV to [jobs@capitoltheatre.com](mailto:jobs@capitoltheatre.com) and include **Customer Service Agent (CSJ)** in the subject line.

The Cameco Capitol Arts Centre is actively interested in supporting BIPOC and members of the LGBTQ2+ communities and we encourage members of those communities to apply. We thank applicants for their interest, however, only those advancing in the process will be contacted.