

Box Office Agent (CSJ)

(Part-Time Hourly Position / 8 week contract)

Canada Summer Jobs

The Capitol theatre is seeking a candidate for the position of **Box Office Agent**. These positions are funded by the Canada Summer Jobs Program, and are available to applicants between the **ages of 15-30 years old** with a **maximum contract of 8 weeks** from employment start date.

Ideal Start Date is May 15, 2025 however will adjust based on ideal candidates availability.

PRIMARY FUNCTION

Reporting to the Patron Services Manager, this is an amazing opportunity for young people who love the theatre, are friendly and have strong computer skills. Working in the box office, alongside volunteers and the Patron Services team, the successful candidate will respond to in-person, telephone and email inquiries, sell tickets and work on projects as assigned. Box Office Agents work closely with other Capitol Theatre team members to deliver a one-of-a-kind experience to our visitors and the community.

DETAILED DUTIES & RESPONSIBILITIES

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

NECESSARY QUALIFICATIONS

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 - must work well with other box office agents and front of house teams
- Strong communication and interpersonal skills with the ability to communicate with people in a diverse environment
- Strong Proficiency in Microsoft Office Suite (Excel, Word) and GSuite (Cloud Computing, Google Docs)
- Occasional physical effort may be required to assist the team in setting up the theatre for events.
- Ability to manage and defuse difficult customer situations with positivity and professionalism.

Hours & Compensation: This position is a contract position for 8 weeks at 35hrs/week. 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 availability during regular business hours, evenings and weekends. There is some flexibility regarding availability, though there will be key time periods where availability is required. Hourly wage of **\$20hr**.

How to Apply: The Capitol Theatre is an equal opportunity employer and we encourage candidates of all backgrounds to apply. We thank applicants for their interest, however, only those advancing in the process will be contacted.

Interviews Begin Immediately. Early submissions are encouraged.

Interested candidates should email their CV to jobs@capitoltheatre.com and include **Box Office Agent (CSJ)** in the subject line.

ABOUT THE CAPITOL

The National Historically Designated Cameco Capitol Arts Centre is located just 1 hour from Toronto in beautiful and historic Port Hope. The Capitol Theatre is dedicated to producing and presenting a balanced schedule of high-quality professional theatre, live music, film, and other special events in historic Port Hope, while also providing a home for the local arts community.

We are looking to build an all-star team, so if you possess a vibrant personality, strong organizational skills, and have a passion for bringing new ideas forward and working towards a common goal, apply for this opportunity!