



IS HIRING!

BOX OFFICE ATTENDANT (casual)

For more than forty-five years The Cultch has presented unforgettable theatre, dance and music, bringing world-class local, national and international presentations to thousands of patrons each year. Located just off Commercial Drive, The Cultch is also a great place to work. Our team members include people like you – **enthusiastic, innovative, passionate, detail-oriented and energetic** who have a love and knowledge of the contemporary performing arts in all forms and delight in sharing this passion.

The Cultch operates three theatres: the Historic Stage and Vancity Culture Lab at The Cultch on Venables Street, and the York Theatre on Commercial Drive. We believe you will find our high-performance culture personally fulfilling, professionally challenging and artistically rewarding. Join our team and share our vision of a future filled with the best that contemporary art has to offer.

OVERVIEW

Reporting to the Box Office Manager, the Box Office Attendant (casual) is responsible for assisting with day-to-day box office operations that include but is not limited to ticket bookings, customer service and running reports.

DUTIES & RESPONSIBILITIES include but are not limited to:

- Selling tickets at the box office in person and over the phone
- Answering patron enquiries in-person, over the phone, through live chat and by email
- Booking complimentary tickets
- Preparing box office reports as required for the Box Office Manager, Rentals Sales Manager, Director of Patron Development, Executive Director, Managing Director
- Outbound calling

QUALIFICATIONS

- Working knowledge of AudienceView, or any other sophisticated ticketing system is considered a major asset
- Exceptional customer service and outstanding interpersonal skills
- Excellent computer skills and ability to learn a new ticketing system
- Cash handling & credit card and debit processing experience
- Ability to stay calm and problem solve under pressure
- Experience with Microsoft Word, Excel and Access
- Database management & research is an asset
- Superior organizational skills with respect to time management
- Great team player
- An ability to work in a team environment and independently
- Level 1 Occupational First Aid certificate would be an asset

This job is a union position governed by the terms and conditions of the Front of House Collective Agreement between The Vancouver East Cultural Centre and IATSE Local 118.

DEADLINE FOR APPLICATIONS: Wednesday, August 28, 2019

CONTEMPORARY THEATRE, DANCE & MUSIC

1895 VENABLES STREET T. 604 251 1363
VANCOUVER, BC V5L 2H6 F. 604 251 1730
THECULTCH.COM E. INFO@THECULTCH.COM

START DATE: ASAP

HOURS OF WORK: This is a casual position and shifts vary from month to month. Most work hours will take place in the evening including weekends. You must be available for at least two shifts per week (though these shifts are not guaranteed).

REMUNERATION: \$15.66/hour plus 10% in lieu of health & pension, 4.4% stat not worked, 4% vacation pay, less 2% union dues

JOB CONTACT INFORMATION: If this sounds like you, please send your CV and cover letter with your availability to: [hiring@thecultch.com](mailto: hiring@thecultch.com) with “Box Office Assistant (casual)” in the subject line

The Cultch is committed to building a skilled, diverse workforce reflective of Canadian society. We promote employment equity and encourage candidates to indicate voluntarily on their application if they are a woman, an Aboriginal person, a person with a disability or a member of a visible minority group.

We thank all applicants for their interest in working at The Cultch but only those selected for an interview will be contacted.

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