



THE CULTCH IS HIRING! BOX OFFICE ATTENDANT (Casual)

For 48 years, The Cultch has presented unforgettable theatre, dance and music, bringing world-class local, national and international presentations to thousands of patrons each year. We have a vibrant rental clientele and a unique Youth Program, extending our community reach. 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'll 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 Patron Development Manager and the Box Office Supervisor, the Box Office Attendant (casual) is responsible for assisting with day-to-day box office operations that include but are 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.
- Providing online show support for online and digital on-demand shows.
- Booking complimentary tickets
- Processing donations via phone or email.
- Preparing box office reports as required for the Patron Development Manager, Box Office Supervisor, and other teams as required.
- Outbound calling
- Special projects as laid out by the Patron Development Manager & Box Office Supervisor.

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
- Ideally available to work at least 1-weekend shift a week.
- 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: Sunday, Aug. 7th, 2022

START DATE: Monday, Aug. 29th, 2022

HOURS OF WORK: This is a casual position based on The Cultch's Season and Rental schedule. Most work hours will take place in the late afternoon and evenings, including weekends. You must be available to work Saturdays.

REMUNERATION: \$19.65 plus 10% in lieu of health & benefits, 4.4% stat not worked, 4% vacation pay, less 2% union dues.

JOB CONTACT INFORMATION:

If this sounds like you, please send your application and cover letter stating your availability and references to hire@thecultch.com with "Box Office Attendant" in the subject line.

The Cultch is committed to an accessible, safe, and inclusive environment. We respect, value and celebrate the diverse experiences of each person and actively encourage everyone to consider joining our team. If you need assistance or have questions at any stage of the application process, please do not hesitate to reach out. Applications from equity-seeking groups are particularly encouraged. Accommodation will be provided throughout the recruitment process to applicants with disabilities.

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