



THE CULTCH IS HIRING!

BOX OFFICE (casual)

For 51 years, The Cultch has presented unforgettable theatre, dance and music, bringing world-class local, national and international presentations to thousands of patrons each year. Our diverse rental clientele, unique Youth Program, and commitment to community makes the Cultch a dynamic and vibrant organization.

The Cultch is also a great place to work. Our team members include people like you - genuinely personable, passionate, customer-focused, detail-oriented, fabulous communicators- who share a love and knowledge of performing arts.

The Cultch operates three theatres and two box offices: the Historic Stage and Vancity Culture Lab operate out of The Cultch's main box office on Venables Street and the York Theatre on Commercial Drive has a stand alone box office.

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 Ticketing Services Manager, Box Office Attendants (casual) are responsible for providing outstanding customer service to all guests in the following duties and responsibilities:

- Ensure a high level of customer service and patron satisfaction.
- Respond to phone calls, emails and LiveChats with professionalism and care
- Attend to guests at the venue box offices
- Maintain up-to-date knowledge of activities and programs at the Cultch.
- Process ticket transactions (sales, exchanges, refunds) and donations within The Cultch's terms and conditions
- Upsell and cross-sell tickets, packages and festival passes
- Provide support for customers with accessibility requirement and/or support for those with less computer literacy
- Ensure consistent opening/closing procedures, cash handling, and building security
- Provide access for Gallery viewers and ensure building safety is maintained before, during and after shifts, including pre-show and gallery hours.
- Liaise with the Front of House Supervisor and Tech crew to execute the smooth and timely facilitation of public events



- Assist the Box Office Assistant and Ticketing Services Manager to ensure both venue box offices are fully stocked, organized and neat

Skills and Competencies:

- Exceptional verbal and written communication skills
- Strong background in customer services
- Strong organizational and time management skills
- Proficiency with phones and computers; experience with Google Workspace, Slack and other collaborative tools & software
- Familiarity with ticketing systems and point-of-sale tools.
- Cash handling, credit card and debit processing experience
- Flexible schedule
- Patience, practical and open-minded
- Ability to calmly and effectively handle public situations; problem solving under pressure
- Ability to work collaboratively and independently in a fast-paced environment
- Commitment to the value of teamwork and contribute constructively to systems that The Cultch has been integrating and adapting
- Maintaining high level of customer service while following specific policies and terms and conditions of sale

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: Friday, Aug. 15th, 2025

EXPECTED START DATE: Sept. 15th, 2025

HOURS OF WORK: This is a casual position and shifts vary from month to month; work hours take place during the afternoons and evenings, including weekends.

Box office shifts are a minimum of 4 hours at one of our theatre box offices.

Successful candidates must be available to work a minimum of two days per week with one of them being on a Saturday or Sunday. Preference is given to those available to work at least two evening shifts and at least one weekend shift a week.



REMUNERATION: \$21.16 / hour 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 with your availability and references to hiring@thecultch.com with "Box Office" 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.