

# Lead Box Office Customer Service Representative

**April 1, 2025**

Are you passionate about delivering outstanding customer service in a fast-paced, arts-focused environment? The Conexus Arts Centre is looking for a motivated and experienced **Lead Box Office Customer Service Representative** to join our team.

In this key role, you will report directly to the *Box Office Supervisor* and serve as one of the primary representatives for patrons at our Box Office. You will provide efficient, courteous, and accurate ticketing services while ensuring a positive and seamless experience for all guests. This position also plays a central role in show setup and sales coordination.

## **Key Responsibilities:**

- Deliver exceptional in-person and telephone customer service, promoting a welcoming and professional experience
- Lead daily Box Office operations and support ticket sales for live performances, special events, and conferences
- Assist in the setup and configuration of ticketing events, including pricing structures, seating plans, and Centre policies
- Prepare and reconcile Box Office reports, ensuring accuracy and timely submission
- Troubleshoot ticketing issues and support technical solutions as needed
- Mentor and support Box Office staff, promoting teamwork, accuracy, and efficiency
- Communicate clearly and effectively with patrons, promoters, and internal departments
- Manage challenges with professionalism, tact, and problem-solving skill

## **What We're Looking For:**

- A strong working knowledge of ticketing systems and customer service procedures
- Proven ability to lead a team in a busy service environment
- Excellent interpersonal and communication skills
- Strong attention to detail and the ability to think quickly and calmly under pressure
- Experience in a theatre, event, or performing arts setting is considered an asset

This is a great opportunity to take on a leadership role in a vibrant performing arts and convention facility. If you are passionate about customer service and thrive in a dynamic team environment, we want to hear from you.

This is a part-time position, with a minimum of 20 hours per week but may be up to 40 hours per week as needed. The schedule varies and includes evenings and weekends, depending on event and performance demands.

## **How to Apply:**

If you're ready to bring your talent and enthusiasm to our team, please send your resume and a cover letter by April 11<sup>th</sup>, to [amandap@conexusartscentre.ca](mailto:amandap@conexusartscentre.ca)

## **Note:**

Only candidates selected for an interview will be contacted.