

## **JOB DESCRIPTION**

Title: Box Office Cashier  
Compensation: Depends on Experience  
Hours: Flexible within Box Office Hours: M-F 10-5, Two hours prior to show and half hour after curtain.  
May include weekends and holidays  
Part Time: Up to 20 hours per week  
Reports To: Front of House Manager

## **SUMMARY**

This position supports the Box Office and serves Point of Sales as a ticket cashier in the box office to provide a superior ticket buying experience.

### **Primary Responsibilities**

- Ticket sales and related transactions, such as gift vouchers, refunds when warranted, and donations at the box office window and by telephone.
- Manages the resolution of patron complaints in a timely, courteous and informed manner per ABT policy and procedures.
- Maintains an enthusiastic attitude toward ABT and its productions, fostering a professional, positive culture and safe work environment.
- Maintains quality database entry practices and keeps information confidential.
- Maintains knowledge of industry standards as trained by Front of House Manager.
- Accepts ABT deliveries.
- Unlocks and locks front doors.

### **Qualifications**

- Minimum of two years excellent customer service experience
- Knowledge of basic cash handling procedures
- Strong Windows computer skills and ability to master Spektrix ticketing software
- Strong, positive verbal and written communication skills
- Highly motivated self-starter, hardworking with high energy level
- Ability to initiate and build positive relationships with customers and interact via telephone and in person
- Possess high standards of integrity, credibility and reliability
- Works well independently and in a group setting, a true team player
- Ability to maintain a high level of poise and professionalism in all circumstances

Email letter of interest and resume to: Front of House Manager Jonny Harmon  
jharmon@albertabairtheater.org