



Imperial Theatre Job Opportunity

Imperial Theatre is a not for profit live performance theatre in the heart of uptown Saint John, NB, Canada. Our working environment is unique and creative and will give you a glimpse behind the curtain. The Arts & Culture scene in Saint John is vibrant and diverse for such a small population and Imperial Theatre is at the heart of it.

Position:

Imperial Theatre Box Office Manager

Reporting to:

Account & IT Director

Essential Duties & Responsibilities:

- Work daily shifts in the Box Office
- Program events in the ticketing system
- Primary contact for ticketing needs of rental client events
- Work with ticketing clients to contract their events/print tickets
- Create and maintain event listing
- Overseeing the daily, weekly, monthly and yearly sales of tickets
- Work closely with marketing, submitting data, programming discounts/ deals
- Training, scheduling and supervision of ticket office staff. Making sure that all staff is fully trained in handling customer issues and explaining policy regarding ticket sales
- Attend weekly department head meetings
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Box Office personnel in customer service standards

Ideal Candidate:

Imperial Theatre is an equal opportunity employer and believes in making our beautifully restored historic Theatre and the performing arts available for everyone who lives within our community. The successful candidate must believe in and share that philosophy and work to ensure that every person who connects with our organization is welcomed in and given the highest quality of service.



Qualifications:

- Proven Record in Sales and/or Customer Services - Required
- 2-years' experience as a Supervisor / Manager - Required
- High Proficiency working with computers and software
- Data Base Management Coordination
- Detail orientated
- Organized
- Bondable
- Ability to successfully manage multiple relationships within a fast-paced work environment
- Able to work a flexible schedule, evenings, daytimes, & weekends
- Experience working with volunteers an asset
- Performing arts / visual arts / multimedia experience an asset but not required

Salary:

\$32,000 [1 year contract, with a 6 month probationary period]

Application Process:

- Send Resume to: Ruth McLeese, Account & IT Director
- Email: ruth@imperialtheatre.ca
- Please no phone calls or drop in meetings
- Only applicants who are being considered will be contacted
- Deadline for application: Friday, May 31, 2019 4pm