

We're Hiring!

Box Office & Front Of House Manager (Contract)

JOB DETAILS:

Application Deadline: January 31, 2025

Start Date: Immediately

Salary Range: \$25.00-\$27.00 per hour, commensurate with experience

Employment Type: 3 to 12 months

Part-time, with the possibility of full-time hours

Location: In person, flexibility required

PURPOSE

To oversee the delivery of excellent customer service to all patrons visiting The Majestic Theatre. To ensure efficient and effective daily operation of The Majestic Theatre Box Office and ticketing system.

RESPONSIBILITIES

- Manage all Box Office and Front of House operations, including ticket prices, sales, orders, arrangements, Box Office and House personnel schedules, and subscriptions.
- Plan, order, distribute, and account for all ticket sales.
- Maintain ticket-selling software, and associated equipment including work with our ticket software provider Spektrix, maintaining a good relationship.
- Responsible for all aspects of ticket sales, ensuring that all ticket requests and orders are handled promptly and correctly.
- Create and maintain events, seating plans, ticket design, and ticket inventory in Box Office system.
- Balance orders with any of the following: cash, cheques, Interac, gift certificates, credit cards, money orders, coupons/vouchers.
- Hire, train, schedule and supervise all Box Office and House staff
- Co-ordinate with the Box Office and House staff on all Front of House activities; including special signage, house counts, notification of groups attending, requests for wheelchair assistance, etc.
- Manage printed program distribution and secures programs and other patron materials.
- Prepare client settlement reports.
- Perform other duties as assigned

SKILLS / QUALIFICATIONS

- Strong customer service skills.
- Experience using Spektrix or similar ticketing system is an asset.
- Health & safety and First Aid & AED training is an asset.
- Good time management and leadership skills.

EDUCATION / EXPERIENCE

- Minimum of 3 years' experience in Box Office, Front of House Management or management in any related field.
- Experience with website management considered an asset
- Requires a flexible schedule, reporting for work on evenings, weekends, and holidays.

TO APPLY:

Email: info@majestictheatrehill.com

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