



BOX OFFICE

Are you someone that is able to keep cool as a cucumber and organized amidst chaos? If so, join the Customer Care team, responsible for providing exceptional services to our patrons who wish to purchase their ticket, have issues with tickets or pick up prepaid tickets.

Customer Care volunteers provide frontline customer service to our patrons wishing to purchase a ticket, upgrade their tickets or pick up pre-paid tickets. If you want to be part of the excitement and ensure our patrons and guests get off to a great start, then this crew is for you!

<p>Duties:</p> <ul style="list-style-type: none"> • sell tickets from onsite box office • help to organize and distribute “will-call” tickets • enhance customer experience • bring enthusiasm for the position and the festival • Promote and sell ticket upgrades • Assist patrons with ticket issues 	<p>Requirements:</p> <ul style="list-style-type: none"> • Accessibility Standards Customer Service Training • this position requires individuals to be flexible & energetic • must work efficiently with little or no direct supervision • current Criminal Record Check and reference is required • willing to sit for extended periods • some lifting may be required
<p>Skills:</p> <ul style="list-style-type: none"> • strong customer service skills • exceptional attention to detail • effective communication skills • good organization skills • excellent interpersonal skills • comfortable & proficient with computers • communicate effectively with co-workers and general public • able to accurately process financial transactions 	<p>Assets:</p> <ul style="list-style-type: none"> • previous customer service experience • bilingualism

NOTE: Additional training is mandatory and will be provided pre-festival



Some positions are privately-recruited on this team.



Room to grow - Supervisor positions are available on this team.