



(One Part-time Position Available; Non-Union)

Summary

As a valuable member of the Ticketing team, you will deliver championship service throughout the organization. Under the direction of the Director of Ticketing, you will be directly involved in the ticketing aspect of our business for our three venues, FirstOntario Centre, FirstOntario Concert Hall and The Studio.

Essential Job Functions:

- Provide EXCEPTIONAL customer service to all customers and patrons.
- Process in-person sales using the computerized ticketing system (Ticketmaster).
- Provide friendly and informed responses to inquiries regarding seating locations/ticket prices.
- Work closely with Security/Event Services and other departments to assist fans with special needs/requests.
- Answer telephone inquiries and provide accurate building information.
- Follow Box Office Policies and Procedures including Health and Safety.
- Work with enthusiasm and professionalism at all times.
- Follow written and verbal instructions.
- Perform any additional tasks as assigned.
- Be available to work casual, variable hours including days, evenings, nights and weekends

Preferred Qualifications

- A WINNING ATTITUDE!
- Excellent math and computer skills.
- Prior cash handling skills an asset.
- Prior ticket sales experience an asset.
- Proven ability to provide exceptional customer service.
- Excellent interpersonal and communication skills a must.
- Must be accurate and detail oriented.
- Must be a self-motivated team player and enjoy people.
- Ability to work independently and under pressure.
- Solid computer knowledge with the ability to learn new programs.

Application Instructions:

- **Mail to:** FirstOntario Concert Hall, 10 MacNab St South, Hamilton, Ontario L8P 4Y3. Clearly indicate on the front of the envelope "ATTN: Director of Ticketing – Box Office Posting"
- **Drop Off:** You may submit your resume to the Administration Office Reception Desk anytime between 9am-5pm, Monday to Friday. Please ensure your resume is in a sealed envelope. Clearly indicate on the front of the envelope "ATTN: Director of Ticketing – Box Office Posting"
- **Email:** Clearly indicate in the subject line "Box Office Posting". Email resume to: Audrey Arseneau, Director of Ticketing: tickets@coreentertainment.ca

We thank you for your interest in this position and our company. Please note, only those selected for an interview will be contacted.