



Box Office/Guest Services Attendant – Part-time / On-call

The **Scotiabank Convention Centre** in Niagara Falls (SCCN) currently has an opening in our Guest Services department for a part-time/on-call Box Office / Guest Services Attendant. The ideal candidate for this position is someone who is passionate about their role within our organization and industry; professional by nature; committed to achieving success; and accountable for themselves.

Reports to: Guest Services Manager

Key Responsibilities:

- Promote and sell tickets for SCCN events and Niagara Region events and attractions
- Assist with details promoting group sales
- Provide exemplary customer service at all times
- Ensure staff and volunteers are knowledgeable about specific details of all events
- Use EBMS to enter and print event details / reports
- Complete daily sales reports and revenue deposits
- Ensure effective control procedures are implemented and adhered to for cash handling
- Resolve customer complaints and secure long-term relationships with customers
- Provide feedback to internal departments with respect to customer comments or concerns
- Administer accurate counter sales, phone orders, mail/e-mail orders, group and series sales; adhering to procedures for reservations, exchanges, and refunds
- Maintain excellent internal communications with all SCCN Sales, Marketing, Events and Theatre team members to ensure event information is up-to-date, accurate, and communicated to all staff
- Assist the Guest Services Manager with group sales, promotion, inventory management, final event settlements, and revenue allocation
- Encourage and maintain good public relations for the Centre with its patrons and the public

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Qualifications

- Diploma in Business or Arts Administration along with two years' experience in a Box Office environment is preferred as the position requires specialized knowledge of events, computer operations and financial reporting
- Strong computer skills, with ability to learn new programs
- High proficiency with Microsoft Office Suite and EBMS (willing to learn/train on EBMS)
- Knowledge of Niagara attractions and accommodations
- Customer service-oriented individual with a pleasant phone manner and excellent communication skills
- Motivated self-starter with a high degree of accuracy and attention to detail
- Available to work a flexible work schedule
- Aptitude for sales and comfort with up selling, promoting SCCN and Niagara attractions / ticket sales

HOW TO APPLY

Email your resume and cover letter to: careers@fallsconventions.com with the subject heading "Part-time / On-call Box Office Guest Services".

Scotiabank Convention Centre welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all candidates for their interest and will directly contact those selected for an interview.