

Box Office – Part Time

With 300,000 square feet of convention space, a central location in the Fallsview Entertainment District, walking distance to 4,000 branded guest rooms and easy access to wine country, you can *plan to be impressed* by Scotiabank Convention Centre – Niagara’s largest meetings and events facility.

The **Box Office** attendant is the first point of contact at the Scotiabank Convention Centre (SCCN). This professional is responsible for providing exceptional customer service and ensuring a positive experience with SCCN.

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.

Key Responsibilities include but are not limited to:

- Promoting and selling tickets for SCCN Events along with Niagara Region events and attractions;
- Delivering exemplary customer service at all times;
- Ensuring that Staff and Volunteers are knowledgeable about specific details regarding SCCN Events;
- Utilizing EBMS to enter and print event details/reports;
- Completing daily sales reports and revenue deposits;
- Ensuring effective control procedures are implemented and adhered to for cash handling;
- Resolving customer complaints and securing long-term relationships with customers;
- Providing feedback to internal departments with respect to customer comments or concerns;
- Administering accurate counter sales, phone orders, mail/e-mail orders, group and series sales; adhering to procedures for reservations, exchanges, and refunds;

Key Responsibilities *continued*:

- Maintaining 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;
- Assisting the Guest Services Manager with group sales, promotion, inventory management, final event settlements, and revenue allocation;
- Encouraging and maintaining good public relations for the Centre with its clients, visitors and the public.

Required Knowledge, Skills, Abilities and Other Attributes:

- Diploma in Business or Arts Administration preferred;
- Two (2) 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;
- Aptitude for sales and comfort with up selling, promoting SCCN and Niagara attractions / ticket sales;
- Available to work a flexible work schedule.

How to Apply

Email your resume and cover letter to: careers@fallsconventions.com with the subject heading "Box Office".

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.