



## PART-TIME TICKET SERVICES REPRESENTATIVES

### SUMMARY

Ticket Services Representatives are responsible for performing the day-to-day duties of the Ticket Services Office. Hours are predominantly Monday to Friday 9:30 a.m. to 5:00 p.m. Evening and weekend shifts are required and Ticket Services Representatives are expected to be available on performance days. This position will have shifts at both the 227 Front Street Office and the Four Seasons Centre for the Performing Arts.

### KEY RESPONSIBILITIES

- Processing ticketing orders by phone, mail and in person
- Answering patron queries
- Giving courteous service to all patrons
- Assisting with related clerical and administrative tasks
- Executing all duties with accuracy
- Expanding their opera knowledge
- Other duties as assigned.

### KEY REQUIREMENTS

- Solid working knowledge of computerized ticketing system, preferably Tessitura, along with excellent computer literacy in Microsoft systems
- Minimum 12 months experience working in a ticketing office or venue box office environment that requires regular patron contact and responsibility for cash management
- Strong oral and written communication skills, excellent interpersonal skills and a professional telephone manner
- Must be able to work in a fast-paced environment and deal with customer service issues calmly and courteously.
- Ability to problem solve with diplomacy, tact and with a sense of urgency
- Understanding and familiarity with AODA requirements
- Appreciation of opera as a cultural art form is an asset

### APPLICATION PROCESS

Interested applicants are invited to submit their resume and cover letter via e-mail no later than July 15th, 2022.

E-mail: [ticketservicesjobs@coc.ca](mailto:ticketservicesjobs@coc.ca)

As Canada's largest opera company, the COC deeply values equity and diversity across all levels of the organization and believes in fostering an inclusive, discrimination-free environment that fully supports our team's personal and collective success. We are committed to building a workforce that reflects our community, our city, and our country and, in turn, the COC welcomes applicants from all backgrounds and abilities who share and embrace these values of anti-racism and inclusion.

The COC is committed to providing accommodations for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) in all parts of the hiring process. If you require an accommodation, please let us know and we will work with you to meet your needs.

The Canadian Opera Company thanks all applicants in advance, however, only those considered for an interview will be contacted. No phone calls or agencies please.

*Date Posted: July 5, 2022*