



Job Title: Assistant Box Office Manager
Department: Box Office
Reports To: Box Office Manager
Job Type: Full-Time Permanent, Salary

Summary

ASM Global, the leader in privately managed public assembly facilities, is seeking an Assistant Box Office Manager. You will be on the front line interacting daily with our patrons and providing for their needs. You will assist with the coordination and training of the box office staff, ensuring policies and procedures are adhered to.

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Assists with building new events in the ticketing system, including ticket setup information, hold locations, inventory control, and event scaling.
- Produce high-quality mapping and event information to be used by ticket sellers to provide clear information to ticket purchasers.
- Acts as a ticket seller, or supervisor of ticket sales as necessary. Accurately dispenses tickets as requested by patrons; accepts payment and makes change accurately. Maintains accurate record of daily balance of cash received, tickets sold and change bank/vault. Able to work independently and handle most box office questions without assistance.
- Maintains a close relationship with the tenants, including order processing, reporting, season setup & ticketing, assistance, and troubleshooting.
- Provide professional service to Club and Suite Holders.
- Maintains an accurate listing of Club and Suite Holders for our tenants and ASM Global's Finance Department.
- Assists with and/or prepares nightly deposits and reconciliations. Accurately assists with and/or prepares deposits and documentation for armoured car services.
- Assists with processing promoter ticketing requests, group sales orders, and any other day-of-show requirements as necessary. Maintains accurate corporate customer account records, and processes orders for Suite & Club Seats, as required, in cooperation with the Ticketing Manager.
- Responds to customer queries and service requests while maintaining a positive rapport with the public and show representatives. Handles customer complaints professionally and efficiently, as required.
- Plans, organizes and assigns all day-to-day work assignments for the Box Office and completes all related administrative functions.

Supervisory Responsibilities

Assists the Box Office Manager with box office staff and carries out supervisory responsibilities following ASM Global's policies and applicable laws. Also addresses complaints and resolves problems in consultation with the Box Office Manager. Assists with the scheduling of Ticket Sellers, as required.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education or Experience

- University Degree or Community College diploma, preferred.
- 2-5 years of customer service experience in an arena or related venue.
- 1-3 years of supervisory experience preferred.
- Box office experience in a similar environment is strongly preferred.
- A strong combination of the various education/experience will also be considered.

Skills and Abilities

- Excellent communication, problem-solving, and organizational skills required.
- Excellent customer service and public relations skills.
- Proven success at developing and maintaining client relationships in a professional setting.
- Demonstrated knowledge of accounting and financial procedures, including record keeping and balancing.
- Knowledge of supervisory principles and practices.
- Demonstrated knowledge of ticket selling/box office operations.
- Ability to accurately count money and make change.
- Bilingualism - English/French - is a requirement.

Computer Skills

To perform this job successfully, an individual should have strong computer knowledge. Experience in computerized ticket systems preferred. Experience working with Microsoft Office programs such as Outlook, Word, and Excel.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Specific physical demands for this job include close vision, climbing stairs, walking long distances to access all seating areas and sitting or standing for long periods of time.

Other Requirements

Due to the nature of our business candidates must be able to work flexible hours.

PLEASE NOTE: All successful candidates will be required to complete a background check, which includes a criminal, credit, and reference check.

TO APPLY

Please send resumes with salary requirements to:

Marc Perreault

Human Resource Manager

mperreault@avenircentre.com

Please ensure the subject line reads: **Assistant Box Office Manager**

Only successful applicants will be contacted.