



### **EMPLOYMENT OPPORTUNITY**

**TITLE:** Box Office Seller

**REPORTS TO:** Ticket Operations Coordinator

**STATUS:** Part-time, Hourly

**WAGE:** \$11.00 / hour

**ENTITY:** Spectra Venue Management, Ryerson's Mattamy Athletic Centre

**SUMMARY:** To act as the primary contact for guests at the facility, and sell tickets for events taking place at the Mattamy Athletic Centre. Required to have knowledge of the building and its services, and also to provide a safe and enjoyable environment for the patrons.

**QUALIFICATIONS:**

- Availability to work weekdays, weekday evenings, weekends and holidays (as required)
- Able to work a variety of events including Ryerson Varsity Athletics, theatre performances, and loud concerts
- Previous experience in customer service and/or dealing with the public
- Prior experience using a ticketing software program considered an asset; experience using Spectra Ticketing (formerly Paciolan) is a strong asset
- Excellent communication skills and ability to work effectively in a fast-paced environment
- Experience with cash handling and processing transactions considered an asset
- Strong attention to detail with the ability to manage multiple tasks
- Comfortable working independently and as part of a team
- Be friendly, courteous and polite with a positive and professional attitude

**JOB FUNCTIONS:**

- Be familiar with ticketing, seating locations, procedures and building policies
- Know general building information and locations of various amenities
- Greet and provide information to patrons at the facility
- Sell tickets to events taking place at the facility to customers using Spectra Ticketing (formerly Paciolan)
- Print, assign, and file "Will Call" ticket orders for pick-up
- Reconcile cash sales and credit card transactions at the end of a work shift
- Ensure areas are safe for patrons and staff
- Provide exceptional customer service to all patrons
- Perform other duties as assigned

Interested candidates are invited to submit a cover letter, current resume, and 3 references via email to [masooma.hussain@ryerson.ca](mailto:masooma.hussain@ryerson.ca) with the subject line "Mattamy Athletic Centre – Box Office Seller" by WEDNESDAY JUNE 15, 2016.

We thank all candidates for applying, however, only those selected for an interview will be contacted.  
No phone calls please.