

## **Box Office-Bar Casual - Job Description**

### **Box Office**

- Ensure the box office is properly equipped and adequate signage is posted regarding advertising for the upcoming performances, important policies or instructions (prices, age restrictions, etc.)
- Reconcile all Box Office revenue at the end of each shift and secure it in the safe
- Ensure that a proper cash float is always available and secure
- Ensure that on-line ticket sales are always functioning properly, and the patrons receive clear and full instructions regarding the delivery/pick-up of their order
- Work with renters and/or staff to ensure complimentary tickets are available and properly labeled for each performance according to the complimentary ticket report
- Answer incoming phone calls regarding box office issues
- Ensuring Ushers are informed of their duties when they arrive for their shift
- Updating the Stage Manager with the house count as requested
- Off-site box office may also be required

### **Bar**

- Ensure proper cash float is always available and secure
- Detail any issues or ordering requirements at the end of each shift in the Box Office/Bar Communications Binder in the office
- Complete a digital bar report and deposit to reconcile all Bar Revenue at the end of each shift and secure it in the safe

### **General**

- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests
- Lighting cleaning may be required (tidying, dusting, sweeping & mopping)
- Work to meet any and all other objectives set as determined by the General Manager, and so communicated to you
- Other office administration duties as they arise

### **Qualifications/Experience**

- Computer literacy specifically Microsoft Office Suite Programs
- Demonstrated ability to interact with the public
- Cashier or other retail experience
- Be detail-oriented and work well under pressure
- Ability to communicate well and work as part of a team with a minimum of supervision is essential.
- Possess conflict resolution skills
- Familiarity with Box Office software an asset
- Previous Box Office experience an asset
- Must be legal serving age 19+

**Parameters of Work:** up to 15 hours per week dependent on bookings, evening/weekend shifts only, \$15.83/hour, perfect job for someone going to university/college

**Deadline to apply:** March 22, 2025

**Submission Requirements & Contact info**

Submit cover letter & resume with references in PDF by email to:

boxoffice@lspuhall.ca

Renee Follett

Box Office Manager, RCA/LSPU Hall

3 Victoria Street

St. John's, NL A1C 3V2

RCA is dedicated to accessible employment practices and committed to being an equal opportunity employer. We value a diverse and inclusive workplace that is reflective of our community and encourage applications from members of communities that have been marginalized based on age, race, colour, gender, disability, national origin or any other protected ground under the Newfoundland and Labrador Human Rights Act. If you require reasonable accommodation in applying for this position, interviewing, or otherwise participating in the employee selection process, please direct your inquiries to the above contact.