

## **THE IMPROV CENTRE IS HIRING! BOX OFFICE ATTENDANT (casual)**

The Vancouver Improv Centre Society (The Improv Centre) is one of Vancouver's leading and best-known improv theatre companies. The Improv Centre (TIC) was originally established as a British Columbia registered Society under the name The Vancouver Theatresports League in 1981. It was founded to promote, develop, maintain and present improvisational theatre productions and presentations to local and visiting audiences in Vancouver. The Improv Centre office and 186-seat theatre are located on Granville Island.

We value integrity; diversity and inclusivity; artistic excellence; safety; commitment to continuous development and evolution; collaboration, partnerships, engagement and outreach; acknowledgement and action; fun and play!

**OVERVIEW:** Our Box Office Attendant (BOA) will report to the Ticketing & Guest Services Coordinator and the Theatre Operations Manager. The BOA is responsible for in-person Box Office Operations and day-of sales and provide excellent customer service. The successful candidate works well in a fast-paced environment, has brilliant time management, interpersonal, communication, and human resources skills. Experience in non-profit, charitable arts organizations is an asset.

### **QUALIFICATIONS** (include but are not limited to):

- Exceptional customer service with outstanding people skills
- Experience working with Theatre Manager or another dynamic ticketing system is considered a major asset
- A minimum of 2 years in customer service and ticketing experience working in arts
- Excellent attention to detail
- Proficient computer skills
- Enjoys working with people and databases
- Works collaboratively and independently
- Ability to problem solve under pressure
- Ability to work with volunteers
- Excellent verbal and written communications skills

### **ROLES & RESPONSIBILITIES** include but are not limited to:

- Administer Box Office Operations including phone and in-person sales
- Provide guests with a positive professional experience during their visit

- Assist Ticketing & Guest Services Coordinator with evening and daytime box office operations
- Answer questions about TIC as well as all programming and upcoming shows
- Supervise events and promotions created by the Ticketing & Guest Services Coordinator in Theatre Manager and maintain database integrity
- Inform MOD (Manager on Duty) on attendance numbers, late comers, and special groups or notes on show dates
- Coordinate group bookings
- Oversee daily box office reconciliations
- Analyze ticket sales data and complete reports

**HOURS:** This is a casual position based on show shifts comprised of weekends and evenings depending on show schedules and daytime weekly hours if needed.

**REMUNERATION:** \$18 per hour plus vacation pay less statutory withholdings

**LOCATION:** A combination of The Improv Centre for box office show duties and administrative office for box office admin. Our theatre is located at 1502 Duranleau Street and our admin office is located at 1515 Anderson Street on Granville Island.

**PROCESS & TIMELINE:** To apply, please email your cover letter, CV and 2 references to [hiring@theimprovcentre.ca](mailto:hiring@theimprovcentre.ca) with “**BOA (casual)**” in the subject line. This is a rolling application process; submissions will be evaluated as they are received.

The Improv Centre is committed to building a skilled, diverse workforce reflective of Canadian society. We hope to receive applications from candidates with a broad range of backgrounds including, but not limited to race, ethnicity, indigeneity, disability, gender, gender identification and sexual orientation. We are very interested in increasing diversity within our staff. A plurality of lived experiences and perspectives is important to us.

We thank all candidates for applying; however, we only have the capacity to contact those selected for an interview.

**Thank you!**