

True North Sports + Entertainment is looking for outgoing individuals to join our team.

As a **Box Office Agent** you will be responsible for serving customers at our Box Office and providing a Superior Patron Experience.

What to be excited for in this role:

- Provide a superior patron experience in accordance with True North standards.
- Conduct in-person ticket sales at the Bell MTS Place box office location using ticketing software.
- Assist patrons with various digital ticketing platforms and applications.
- Organize and distribute "will-call" tickets.
- Describe venue layouts and seating locations.
- Respond to customer inquiries with accurate up-to-date information.
- Balance and account for cash and credit card receipts from sales transactions.

What we need from you:

- Proven customer service experience with friendly and courteous demeanor.
- Basic computer skills with familiarity of Microsoft Windows, Word and Excel.
- Read, write and communicate effectively with co-workers and the general public.
- Ability to deal professionally, courteously and tactfully with the public and co-workers.
- Cash management/POS experience.
- Highly motivated and proactive self-starter.
- Capable of communicating positively with patrons to establish their needs efficiently and courteously.
- Ability to work in a fast-paced, changing environment.
- Sit for extended periods of time at a computer station or work desk.
- Lift up to 10 pounds regularly.

To apply for this position please email your resume and cover letter to hr@tnse.com with **Box Office Agent** in the subject line. **Cover Letter MUST include: Number of hours per week you are available, as well as day, evening and weekend availability.**

Closing date: Sunday, March 24, 2019

We thank all that apply, however, only those selected for interview will be contacted. No phone calls please.



TrueNorth
SPORTS + ENTERTAINMENT

BellMTS
Place