FULL-TIME CUSTOMER SERVICE REPRESENTATIVE
Department: Box Office
Status: Full-Time
Hours: 40 Hours/Week

The Royal Winnipeg Ballet is committed to an inclusive and diverse environment that values, respects and supports all individuals. We aim to have a workforce representative of the diversity within our community, and welcome and encourage applicants from various backgrounds including women, Indigenous people, racialized people, disabled people, people of all sexual and gender identities and others who may contribute to further diversification endeavors.

THE POSITION
Customer Service Representatives deliver exceptional customer service and ensure a positive experience for patrons, donors, students, and families. Assisting multiple departments with administrative tasks, this position is responsible for processing tickets in an effective and timely manner, while maintaining a positive customer service experience.

DUTIES AND RESPONSIBILITIES
• Provide exceptional customer service.
• Greet all visitors to the building and ensure sign-in procedures are completed.
• Provide support and assistance with daily Box Office operations.
• Process inbound and outbound tickets sales via phone and in-person.
• Process subscription orders, payments, allocate seating, and correspond with subscribers on seat preferences.
• Sell merchandise and assist with seasonal inventory counts.
• Respond to inquiries via the Customer Service email inbox; follow up on outstanding issues and provide solutions for customers.
• Communicate promotions to customers and upsell future shows.
• Perform various clerical tasks and assist with promotional mailings.
• Support all Front of House activities and assist at performances as assigned.
• Other duties as assigned.

WORKING CONDITIONS
Customer Service Representatives utilize standard office equipment including computers, phones equipped with headsets, and a computerized ticketing system on a regular basis. Physical requirements include sitting and standing for periods of time at events and shows, lifting, moving, and/or carrying posters, boxes, and collateral weighing up to 25 pounds. The Box Office is a fast-paced environment that requires daily communication with customers via phone, email, and in person. Day, evening, and weekend shift availability is required.

EDUCATION AND QUALIFICATIONS
• High school diploma.
• Minimum two (2) years’ related Box Office or Customer Service experience in a fast-paced environment.
• Cash handling experience.
• Strong computer proficiency and troubleshooting abilities.
• Familiarity with ticketing systems an asset.
• Clear Child Abuse Registry Check and Criminal Background Check.
SKILLS AND SPECIFICATIONS
• Strong interpersonal and customer service skills.
• Adept to working under pressure.
• Ability to work independently and as part of a team.
• Detail-oriented with effective multi-tasking capabilities.
• Excellent problem-solving abilities with effective time management skills.

HOW TO APPLY
If you would like to join us, please apply to People Services at peopleservices@rwb.org. Tell us about yourself!
All candidates must submit a cover letter and resume that showcases your personality.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The Royal Winnipeg Ballet is committed to providing accessible employment while ensuring our recruitment process is barrier free. Accommodations are available upon request for candidates participating in all aspects of the assessment and selection process. Requests for accommodation can be sent to peopleservices@rwb.org.

Closing Date: Open until filled.

As part of the Royal Winnipeg Ballet hiring process, successful candidates will be required to submit a satisfactory Criminal Background Check and Child Abuse Registry Check.