

FULL-TIME MARKETING & BOX OFFICE ASSISTANT

Department: Marketing & Box Office

Status: Permanent 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

The Marketing & Box Office Assistant supports the Marketing and Box Office departments with customer service, sales, and marketing. This position provides excellent customer service, answers inquiries, undertakes a variety of marketing activities, and plays a key role in generating social media content.

DUTIES AND RESPONSIBILITIES

MARKETING SUPPORT

- Assist with activities at community events and partnerships; coordinate displays and draws, liaise with locations, and manage setup and tear-down.
- Support the distribution of campaign materials through in-person delivery and direct mail marketing.
- Provide support for social media content.
- Assist with photography and videography as required.
- Assist with researching, writing, and editing content for a variety of communications including e-blasts, program content, and newsletters.

BOX OFFICE SUPPORT

- Provide exceptional customer service.
- Support and assist with daily Box Office operations.
- Process inbound and outbound ticket sales via phone and in-person; communicate promotions and upsell future shows.
- Process subscription orders and payments, allocate seating, and correspond with subscribers on seat preferences.
- Sell merchandise and assist with seasonal inventory counts.
- Provide customer service at all RWB performances.

*Other duties as assigned.

WORKING CONDITIONS

The Marketing & Box Office Assistant utilizes 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. This position works in fast-paced environments that require daily communication with customers via phone, email, and in person. Day, evening, and weekend shift availability is required.

EDUCATION AND QUALIFICATIONS

- High school diploma.
- Post-secondary education in Communications, Marketing, or a related field an asset.
- Minimum two (2) years' experience in customer service or marketing in a fast-paced environment.
- Strong computer proficiency, including Microsoft Office programs.
- Familiarity with ticketing or database systems an asset.
- Clear Child Abuse Registry Check and Criminal Background Check.

SKILLS AND SPECIFICATIONS

- Strong interpersonal and customer service skills.
- Solid written and verbal communication skills.
- Adept to working under pressure.
- Detail-oriented with effective multi-tasking capabilities.
- Excellent problem-solving abilities with effective time management skills.
- Thrives and remains calm in fast-paced environment.

HOW TO APPLY

If you would like to join us, tell us about yourself! Submit a cover letter, highlighting your personality and fit for the role, and resume directly to People Services at peopleservices@rwb.org. 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.