



**CANADA'S  
DOCKSIDE  
THEATRE**

## **BOX OFFICE REPRESENTATIVE**

Our Box Office Representatives provide a welcoming face for our audience members and patrons while assisting them with ticket sales and inquiries in a professional and friendly manner.

They work independently to process and manage ticket bookings and work with the Front of House team to welcome audience members to our shows.

### **TERMS OF EMPLOYMENT:**

- Seasonal work from May - November 2025
- Reports to Box Office Manager
- Rate of pay: \$18.50 per hour
- Full-time and Part-time positions available
- Must be available to work days, evenings, weekends, and holidays throughout the entire season

### **RESPONSIBILITIES:**

- Provide excellent customer service as part of a front-line team
- Maintain accurate customer records and handle financial transactions related to ticket sales, memberships & merchandise
- Perform daily opening and closing procedures - related to physical venue and financial reporting
- Have a working knowledge of Thousand Islands Playhouse policies, subscriptions, history, and current events
- Follow work schedule as assigned by Box Office Manager and attend staff meetings and other training as required
- Other duties as assigned by Box Office Manager

## REQUIREMENTS:

- Positivity and enthusiasm, even in challenging situations
- Ability to work well individually and as part of the team
- Comfortable providing excellent sales & customer service on the phone and in-person
- Possess superior communication skills in-person, by telephone and in writing
- Proficient in Windows based computing required; ticketing software (Spektrix) knowledge is an asset. Proficient in word-processing & spreadsheet software an asset.
- Smart Serve and First Aid training is an asset; as is willingness to be trained with both
- Must be comfortable adhering to Thousand Islands Playhouse uniform standards and requirements
- Ability to be professional, flexible, organized, & detail-oriented while working in an ever-changing & fast-paced environment
- Ability to lift 50lbs, stand for extended periods, climb stairs and navigate inclines repetitively

## TO APPLY:

Please send your resume and cover letter **by April 17th, 2025** to:

**Carrie Milks**

**Box Office Manager**

**[carrie@1000islandsplayhouse.com](mailto:carrie@1000islandsplayhouse.com)**

The Thousand Islands Playhouse is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis. We are committed to accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation, please let us know.