



**202-1215 Henderson Hwy
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Rainbow Stage is currently hiring seasonal, part-time, Box Office positions to start late May or early June 2022. Please forward all resumes to the above e-mail address. Rainbow Stage would like to thank all applicants however only those selected for an interview will be contacted.

Application Deadline: April 15, 2022

Rainbow Stage Box Office Staff

The Box Office Staff reports to the Box Office & Patrons Services Manager. Box Office Staff is responsible for call centre ticket sales and on-site theatre sales.

Skills

- Superior customer service and interpersonal skills.
- Strong computer skills.
- Ability to learn and use ticketing software quickly. (previous knowledge of Theatre Manager System is an asset but not required)
- Ability to develop skills to sell and provide service effectively with a passion for success.
- Ability to work effectively and efficiently when under time pressure.
- Proven multi-tasking ability.
- Creative and resourceful problem solver.
- Ability to work flexible hours and do whatever is necessary to get the job done.
- A minimum of two years customer services/sales experience (call centre experience an asset).

Duties

- Answer incoming calls to the Call Centre and process patron requests.
- Provide professional, knowledgeable, timely and friendly customer service.
- Servicing, evaluating and documenting all ticket requests whether it is by phone or in-person.
- Maintain and project a solid professional sales image.
- Manage time and activities to maximize sales productivity.
- Organize and sort event tickets for distribution.
- Take ownership of each customer interaction with objective of creating a lifelong affiliation.
- Box Office hours include weekdays, evenings, and weekends. Shift schedules are created based on availability.
- If you're not able to work a shift, it is your responsibility to find the appropriate coverage.

Other duties as assigned

Requirements

Rainbow Stage Concession Stand Staff members must all obtain or be willing to obtain their Food Handler Certification for Manitoba.

All prospective employees are required to attend the mandatory training session. Date still to be determined.

Rainbow Stage values diversity in its workforce and invites applications from all qualified candidates. If you require accommodation at any stage of the application process, please do not hesitate to make a request. We thank all applicants for their interest in Rainbow Stage, however only those selected for further consideration will be contacted. Rainbow Stage is committed to providing a safe and healthy environment for all individuals working with Rainbow Stage. As a result, Rainbow Stage is implementing additional measures to protect us all from contracting and/or spreading Covid-19. **It is Rainbow Stage's requirement that all employees hired to commence employment after November 1, 2021 will be fully vaccinated.**

All prospects are required to read, understand and agree to the Rainbow Stage Covid-19 policies. They can be found and reviewed here: <https://www.rainbowstage.ca/covid-protocols/> under Staff & Volunteers.

Due to the uncertain nature of the Covid-19 pandemic, and no clear end to the pandemic, this Policy will be reviewed by the Board of Rainbow Stage and may be adjusted in the future, in accordance with public health orders and the ongoing evolution of the pandemic. For example, the Board may determine, at a future date, that it is necessary for all onstage and backstage employees to be tested regularly, as well as be fully vaccinated.