



## Box Office

### Ticketing Manager – EnCana Events Centre

Entity: Global Spectrum Facility Management  
Title: Ticketing Manager  
Department: Box Office, EnCana Events Centre, Dawson Creek, BC  
Immediate Supervisor: Director of Ticket Operations

#### Duties & Responsibilities:

- Provide leadership in the absence Dir. of Ticket Operations
- Prepare daily box office accounting reports when needed
- Responsible for coordination of order entry, ticket orders, payments, fax/email blasts, will call for all events and ensure smooth distribution of tickets for season ticket and suite holders
- Assume duties of box office cashiers, when needed
- Assist in preparing ticket office statements and settlements with promoters, and other leadership duties during events
- Administer accounts for more than 500 Club and Suite Accounts, facilitate processing and distribution
- Help maintain ticketing database, specifically for sporting events, in an accurate and reliable manner, Define and solve computer problems
- Smile, greet customers, answer phones and answer questions about the EnCana Events Centre and ticket operations for it
- Help account for all cash received, verifying daily reports, maintaining accurate documents, and ticket receipts
- Train and supervise the Box Office staff, work with them to provide a high level of customer service and enforce ticket office rules and regulations
- Assist with other duties in the Ticketing department, which may include: collateral update and maintenance, updating excel spreadsheets, attendance tracking, and address/email changes for clients, etc.

#### Skills & Qualifications:

- High School diploma or equivalent
- Two or more years experience in supervisory customer service
- Experience in automated ticket systems, paciolan preferred
- Ability to follow oral and written instructions, and adept at multi-tasking
- Have excellent customer service skills with a willing and pleasant attitude
- Desire to grow with the position and facility
- Strong communication skills with particular attention to detail is a must
- Must be able to work a flexible and demanding schedule including days, evenings, weekends, and holidays
- Experience with and the Ability to correctly count, verify and balance large sums of cash, debit and credit cards
- Proficient computer skills: windows based computers, Microsoft Office, basic accounting, Excel, internet
- Ability to work independently when needed, but still be a part of the overall team atmosphere helping co-workers and managers as required
- Ability to handle customer concerns/questions/comments in a timely and positive manner
- Ability to stay calm and work under pressure, with strict adherence to deadlines in conjunction with presales, on sales & events

Applicants should submit a cover letter and resume to:

EnCana Events Centre      Attn: Box Office  
#1 – 300 Highway 2      Dawson Creek, BC V1G 0A4  
Fax: 250.782.7446      Email: LColaresi@dawsoncreekeventscentre.com

**Posting until: 15 March 2010**

EOE.

