



442 CLIFFE AVENUE
COURTENAY, BC
V9N 2J2

Event Administration – Box Office Coordinator

ABOUT US

The Sid Williams Theatre is located on the unceded traditional territory of the K'ómoks First Nation – the Sahtlout, Sasitla, leeksun and Puntledge peoples who have been care takers of this land since time immemorial – in the region known today as the Comox Valley and downtown Courtenay, BC.

A registered charitable organization, the Sid Williams Theatre Society operates the 500-seat performing arts centre balancing multiples roles as a performance facility for community groups, a professional venue for commercial events, and as an arts presenter offering a curated season of select performances.

We believe these activities are essential to a vibrant and healthy society and we are dedicated to creating an inclusive and accessible community gathering place for all.

We are looking for an outstanding candidate that embodies the same beliefs to join our team in the role of Box Office Coordinator.

JOB SUMMARY

Reporting to the Manager of Event & Marketing (MEM), the Box Office Coordinator (BOC) is a key member of the event administration department and team lead for the box office. In addition to providing all patrons, rental clients, volunteers, and members of the public with an informative and enjoyable service experience at the Sid Williams Theatre, the BOC supervises box office staff and maintains efficient operation of box office services.

The BOC is well organized with the ability to troubleshoot, problem solve, and work calmly under pressure. Attention to detail and excellent communication skills are vital in this role, as our success depends on providing a high-quality experience for all patrons and rental clients.

DUTIES & RESPONSIBILITIES

- Provide the best customer service possible to all patrons entering the theatre (including selling tickets, answering questions, and acting as venue reception)
- Troubleshoot and problem solve situations involving ticketing and customer orders
- Supervise box office staff and ensure all working procedures are followed
- Create box office staffing schedule for manager approval
- Create or review ticketing setups in system software
- Ensure any procedure or policy updates are communicated to box office staff
- Ensure all department documents are up-to-date
- Train new box office staff
- Participate in Occupational Health and Safety program as directed
- Other duties as directed

MINIMUM QUALIFICATIONS

Experience

- Minimum of four (4) years of demonstrated relevant work experience
- Experience in a supervisory role with at least two (2) direct reports
- Experience with ticketing, booking, or CRM (customer relationship management), programs – specifically Spektrix
- Previous box office experience an asset

Knowledge & Skills

- Strong communication and interpersonal skills
- Ability to thrive in a fast-paced environment and enjoy working with the public
- Possess patience and incredible attention to detail
- Ability to troubleshoot and problem solve calmly under pressure
- Takes ownership and accountability and possesses a high level of integrity
- Extremely well organized with ability to prioritize
- Proficient with email and phone correspondence, completing and tracking operations paperwork
- Possess sound decision-making skills
- Proficiency with Microsoft Office suite (Word, Excel, etc)
- Working knowledge of event ticketing systems
- Experience with point-of-sale systems, cash handling, and till operation
- Clean criminal record check

DESIRED QUALIFICATIONS

- Possesses a meaningful understanding and genuine commitment to diversity, inclusion, anti-racism, and equity
- Commitment to continuous learning
- Experience in arts and culture or non-profit sector
- Current Standard First Aid or Occupational First Aid certification is an asset – *if the successful candidate does not have this, the SWTS will assist them in obtaining this required certification*

The successful candidate must be prepared to obtain a valid criminal record check.

Employment type: Regular Part Time

Work location: On-site

Hours & schedule: 28 hours per week - additional hours may be required depending on the events calendar and staffing needs. The schedule will vary with a mix of weekday, evening, and/or weekend shifts, however, some shifts could recur weekly on same day and duration. The SWTS operates seven (7) days a week.

Compensation: \$27 per hour plus sick time and eligible for extended health benefits (dental care, employee assistance program) after probationary period.



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Start date: The successful candidate will ideally start as soon as possible.

Probationary period: 90 days

TO APPLY

Please include three (3) professional references.

We are committed to creating an inclusive workplace and we encourage applications from members of diverse communities. Accommodations will be provided upon request during the selection process.

Please send your resume, including cover letter and references to:

Contact: Manager of Events & Marketing

Email: jobs@sidtheatre.com

Please include "Box Office Coordinator" in the subject line.

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