

BOX OFFICE REPRESENTATIVE

Position Type: Part-Time (Hourly)

Vacancies: Multiple

Open Until: August 1, 2025

The Royal Manitoba Theatre Centre exists to celebrate the widest spectrum of theatre art. Deeply rooted in the province of Manitoba, which gave it life and provides for its growth, Royal MTC aspires to both reflect and engage the community it serves. Canada's oldest regional theatre, Royal MTC produces ten plays at two venues, the Winnipeg Fringe Theatre Festival, extensive engagement, outreach and educational activities, and an annual Regional Tour each season. RoyalMTC.ca

The Royal Manitoba Theatre Centre (Royal MTC) is seeking customer service focused, enthusiastic, sales-oriented candidates for the position of Box Office Representative.

Reporting to the Box Office Manager, the Box Office Representative provides a high level of customer service for telephone, in-person, and e-commerce transactions, which include single ticket and subscription sales, donations, exchanges, and support for online ticket orders.

Availability as follows:

October to May (in season): Weekday, weeknight and weekend availability needed.

July (Fringe Festival): Must be available for the full duration of the festival.

June to September: Flexible hours available out of season.

QUALIFICATIONS:

- One to three years of customer service experience is required.
- Demonstrated customer service skills.
- Demonstrated organizational and time management skills.
- Detail-oriented with the ability to prioritize and follow-through on tasks and projects.
- Ability to work under pressure and provide on the spot troubleshooting.
- Self-motivation with the ability to multi-task in a fast-paced environment.
- Must possess professional etiquette and a strong work ethic.
- Experience working in the arts is an asset.

COMPENSATION

\$16.80/hour

APPLICATION PROCESS

Interested candidates should email or drop off a resume and cover letter (no phone calls please) to Meaghan Fletcher. Current Box Office hours are Monday through Saturday noon to 5pm. Applications will be reviewed as received.

ATTN: Meaghan Fletcher
Royal Manitoba Theatre Centre
174 Market Avenue
Winnipeg, MB R3B 0P8
Email: mfletcher@royalmtc.ca

Royal MTC is committed to fostering a safe and respectful workplace, free from any form of hate, discrimination, or harassment, where every individual treats one another with dignity and respect.

As demonstrated by our Equity, Diversity, Inclusion and Anti-Racism Commitment to Action, Royal MTC is on a deliberate and strategic path to creating an inclusive environment for all employees and becoming an anti-racist organization. We desire to attract a workforce that reflects and shares these values. Recognizing the history of underrepresentation of Indigenous, Black, and people of colour (IBPOC) positions in our company, we strongly encourage qualified individuals who self-identify as IBPOC to apply.

We are committed to accommodating applicants with disabilities throughout the hiring process and will work with all applicants requesting accommodation at any stage of our process. If you require additional accommodations, please email hr@royalmtc.ca.