

# Box Office Representative

May 6, 2026

**Position Type:** Part-Time (Hourly)

**Vacancies:** Multiple

**Open Until:** May 19, 2026 at 5PM

## ABOUT ROYAL MTC

Royal Manitoba Theatre Centre (Royal MTC) 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 across two venues each season, as well as the Winnipeg Fringe Theatre Festival, Pimootayowin Creators Circle, and a wide range of education and community engagement programming. [RoyalMTC.ca](http://RoyalMTC.ca)

## POSITION SUMMARY

Royal MTC is seeking customer-focused, enthusiastic, and sales-oriented individuals for the role of **Box Office Representatives**.

Reporting to the Box Office Manager, Royal MTC's Box Office Representatives play a key role in delivering excellent customer service while supporting ticket sales across all programming. This includes telephone, in-person, and online transactions for single tickets, subscriptions, exchanges, and related services.

As part of a collaborative team, Box Office Representatives contribute to achieving sales goals by assisting patrons in selecting the best possible experience, promoting subscription and ticketing options, and ensuring accurate and efficient transactions.

## KEY RESPONSIBILITIES

- Provide a high standard of customer service across phone, in-person, and online channels
- Process ticket sales, subscriptions, exchanges, and related transactions accurately and efficiently
- Support sales objectives by:
  - Promoting subscription packages and ticket offers
  - Identifying opportunities to upsell or recommend additional performances
  - Assisting patrons in selecting seating and experiences that meet their needs
- Maintain accurate patron records and transaction details within Tessitura
- Support patrons with online ticketing, including troubleshooting and guidance
- Apply ticketing policies and procedures consistently and accurately
- Contribute to a positive, collaborative team environment
- Support ticketing operations during peak periods, including the Winnipeg Fringe Theatre Festival

## AVAILABILITY

Box Office Representatives are required to maintain a minimum availability of **8 hours per week during the theatre season**, with flexibility in keeping with the business needs of Royal MTC and the work schedule below.

Scheduling requirements vary throughout the year and may include daytime, evening, weekend, and holiday shifts based on performance schedules, sales activity, special events, and operational needs:

### **September to May (theatre season):**

Availability for weekday, evening, and weekend shifts is required.

### **July (Winnipeg Fringe Theatre Festival):**

Availability throughout the full duration of the festival is required, including evenings and weekends.

### **June to September:**

Flexible and reduced hours may be available during the off-season period, depending on operational requirements.

## QUALIFICATIONS

- A passion for theatre, live events, and the arts
- One to three years of customer service, retail, hospitality, or sales experience
- Strong communication and interpersonal skills, including comfort communicating with patrons by telephone and through a variety of written communication methods, including email, chat, and correspondence
- Ability to create positive, professional, and solution-oriented patron interactions across multiple communication channels
- Comfort recommending productions, ticket packages, and related offerings to patrons
- Ability to multitask and remain calm and solution-oriented in a fast-paced environment
- Strong attention to detail and accuracy in handling transactions and patron information
- Professionalism, reliability, and strong attendance record
- Strong organizational and time management skills
- Comfort working with computer systems and online platforms; experience with Tessitura is an asset
- Ability to work collaboratively within a team environment
- Experience working with diverse communities and a commitment to respectful, inclusive customer service is considered an asset

## Compensation

\$16.80/hour



## HOW TO APPLY

Interested candidates are asked to submit a resume and cover letter to the attention of Jocelyn Unrau, Director of Marketing & Communications, to [hr@royalmtc.ca](mailto:hr@royalmtc.ca) with the subject line "Box Office Representatives." Applications close May 19, 2026 at 5PM

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 to 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) leadership positions in our company, we will prioritize qualified individuals who self-identify as IBPOC.

Royal MTC is committed to accommodating applicants with disabilities throughout the hiring process and will work with all applicants requesting accommodation at any stage of our process.

We thank all candidates for their interest; however, only candidates selected for further consideration will be contacted.