

Box Office Manager

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, each season Royal MTC produces ten plays at two venues as well as the Winnipeg Fringe Theatre Festival, The Bridge Festival of Ideas, and an annual regional tour. www.royalmtc.ca

We are seeking a **Box Office Manager** with strong people leadership skills who is committed to creating an exceptional audience experience.

This position is responsible for managing the Box Office and its team of Patron Service Representatives for two theatres (Mainstage & Warehouse) and two festivals (The Bridge Festival of Ideas and the Winnipeg Fringe Theatre Festival). On a daily basis, this position will motivate and lead the Patron Service Reps by example in demonstrating a high standard of presentation, urgency and professionalism with all patron requests.

The successful candidate will have experience communicating professionally with patrons or audiences in a customer-facing environment. They will have a strong ability to lead, train, and schedule a customer-facing team to consistently communicate with patrons in a professional manner. They will have experience communicating information between departments and will help to support the implementation and enforcement of sales initiatives and ticket sales policies. Combining organization skills with a customer service mindset, they will lead Box Office administrative activities to ensure the department runs smoothly.

This position will work a flexible schedule of 11 a.m. to 7 p.m. Tuesday – Saturday during performances, and 9 a.m. to 5 p.m. Monday to Friday during non-performance times. This is a full time, permanent position that is intended to support Royal MTC as we look forward to welcoming audiences back into our theatre and beyond.

Qualifications:

- Minimum of 3 years' experience leading a team in a customer-facing environment is required; experience working within a Box Office environment and with Tessitura (ticketing system) is considered an asset.
- Practical knowledge of a performing arts environment is essential.
- Strong attention to detail, organization, and time-management skills.
- Excellent customer service and communication skills, both verbal and written.
- Proficiency in the Microsoft Office suite.

In addition to this position being a great opportunity for anyone with a passion for theatre, Royal MTC offers a collaborative and fast-paced working environment, a salary of \$35,000 - \$40,000 depending on qualifications and experience, and a comprehensive benefits package.

Interested candidates are asked to submit a cover letter and resume to hr@royalmtc.ca by **Friday, June 18th**.

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 will prioritize qualified individuals who self-identify as IBPOC.

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.

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