

Schedule "A"
TOURISM VANCOUVER
METRO VANCOUVER CONVENTION AND VISITORS BUREAU

POSITION DESCRIPTION

Position Title: Customer Service Administrative Assistant, Tickets Tonight
1 Year term position

Department: Experience Vancouver

Reporting to: Manager, Experience Vancouver

Date Prepared: December 2017

POSITION SUMMARY:

The Customer Service Administrative Assistant, Tickets Tonight is primarily responsible for providing customer service and administrative support for Tickets Tonight within the Experience Vancouver department.

DUTIES AND RESPONSIBILITIES:

Under the direction of the Manager, Experience Vancouver, the Administrative Customer Service Assistant is responsible to:

- Provide customer support and process customer transactions through a variety of channels including email, telephone, social media and in person including creating and deploying on-going communications with Tickets Tonight patrons, such as the daily half-price email
- Assist Tickets Tonight Coordinator in providing support to Promoters and fulfilling requests to ensure accurate display of ticketing information in the TicketForce system
- Assist in the building of ticketed events and seat maps in the TicketForce system
- Update events in the ticketing system including re-classing seats and editing information
- Assist with writing and editing content on the Tickets Tonight website
- Maintain Tickets Tonight social media presence including creating content and interacting with patrons and Producers
- Assist in the creation and deployment of email marketing campaigns on behalf of Tickets Tonight and its Producers
- Maintain accurate and up-to-date event information in an extensive event database for the Tickets Tonight website
- Provide information to remote Tickets Tonight call centre staff on a continual basis to maintain a positive, productive and professional environment, ensuring successful business outcomes and achieving targets
- Assist in the coordination and operation of off-site Box Office operations at select venues and performances
- Support, establish and maintain positive relationships with Tickets Tonight and Tourism Vancouver partners to ensure customer service excellence
- Visit client venues to increase facility knowledge and enhance relationships
- Other duties as required and assigned by Tourism Vancouver

WORKING CONDITIONS:

This is a part-time hourly (approximately 40 hours per week) one-year term position, up to 5 days per week. Must be available for work shifts based on a 7 day per week operation plus on-site evening, Box Office.

Attendance and/or assistance requested at before or after hours' member functions, recognition or other Tourism events.

Assist with occasional after hours Box Office duties at client venues

QUALIFICATIONS

- Proven customer service and sales experience in a retail call centre, marketing organization, or ticketing related business is preferred (minimum one year)
- Excellent knowledge and proficiency with one or more ticketing systems
- Strong technology aptitude with good working knowledge of Microsoft applications and HTML an asset. Experience with social media for business
- Demonstrated commitment to customer service excellence
- Meticulous attention to detail and strong problem-solving skills
- Ability to meet deadlines and prioritize multiple projects in a fast paced, ever changing environment
- Demonstrated organizational and time-management skills
- Demonstrated excellent verbal and written communication skills
- Demonstrated ability to work independently and as part of a team
- Knowledge of Vancouver's arts and cultural community. Passionate about Vancouver as an international destination
- Professional, creative and possess an innovative spirit
- Passionate about Vancouver as an international destination
- Post-secondary education in tourism, arts, business, marketing or related discipline or equivalent experience

Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.