

CUSTOMER SERVICE AGENT – TICKET CENTRE – City of Lethbridge VisitLethbridge.com Arena

(non-permanent)

Ticket Centre Customer Service Agents will be responsible for providing an exceptional customer service to patrons at our VisitLethbridge.com Arena and Yates Memorial Theatre locations. If working with the public and loving an environment that is fast paced and fun, then this job is for you! Come join our Ticket Centre family and experience the fun working in an arena and theatre setting.

This position involves selling tickets and upselling of events, Hurricanes hockey games, New West Theatre shows, Gift Certificates and more! You will be accountable for performing cash handling procedures, balancing cash and debit, all while utilizing the Ticket Centre computer software program.

As a Customer Service Agent, your role includes (but not limited to):

- Providing exceptional, quick, and efficient customer service
- Ability to answer phones, listen actively, relay info and type basic info simultaneously
- Providing product info, being informative, empathetic, and eager to quickly assist patrons with general facility inquiries and/or questions
- Be willing to listen, learn and resolve any issues
- Be polite with a professional voice and manner
- Able to up-sell events and products being offered
- Ability to memorize, recall and research answers quickly
- Customer care and focus; ability to assess needs and provide correct answers while troubleshooting
- Ability to learn and follow policies and procedures
- Time management and prioritization skills; able to concentrate on multiple tasks and requests at once
- Fulfill your shift with other duties and tasks as assigned

QUALIFICATIONS :

In this exciting and ever-changing environment, the successful candidate will be passionate about customer service and committed to ensuring that the customer experience is the best, leaving patrons wanting to come back for more. You will possess basic computer skills, including working within a Windows Operating System. We are looking for highly motivated Agents who can up-sell events and hockey games, work well under pressure, exhibit strong verbal communication skills, and enjoy working in a team environment. Must bring a positive attitude, and strong ability to multi-task.

Hours: Casual (Event Based): 0-20 hours/week – Day, Evenings, Weekends and shift work are required

Wage: \$15.00/hour