



**CITY OF BATHURST**  
150 rue St. George Street  
Bathurst, New Brunswick  
E2A 1B5

**EMPLOYMENT OPPORTUNITY**

**C.U.P.E. LOCAL 4632**

The City of Bathurst is now accepting applications for the following position:

**JOB TITLE:** **CUSTOMER SERVICES/BOX OFFICE (BACK UP)**

**TERM OF POSITION:** Casual employment with set schedule following the Titan's official calendar season 2018-2019.

- Game day: 1pm to 9pm with the exception of Sunday's game: 11am to 5pm;
- Every Saturday: 11am to 4pm with possibility of rotation;
- To replace the main Customer Service/Box Office employee, when needed during absences and vacation.

**DESCRIPTION OF**

**JOB:**

Primary responsibilities include greeting and providing general information to the public, selling tickets prior to and during events, and ensuring that all customers' needs are met in a courteous and professional manner. Create events in our advanced software ticketing system Web platform, ensure data entry with accuracy and precision for; event dates, event fees, event specific floor plan and/or seat plan creation, coordinating floor plan and/or seat mapping with our graphics designer, entering of customer data and ensure all facility data is accurate.

**REQUIRED**

**QUALIFICATIONS:**

High school graduation or equivalent. One (1) year Post-secondary Education certificate in a related field of Technology, marketing and / or experience in a related field with required skills would be considered.

Advanced computer skills are required to create new events and data entry.

Ability to up sell events and packages to customers offering our promotional offers.

Ability to deal with clients, maintaining the utmost in professionalism and courteousness and having excellent interpersonal and communication skills.

Two years of experience in customer service and experience dealing with money and balancing cash.

Bilingualism - Ability to communicate efficiently in both official languages is essential.

**WAGES:**

\$14.59 – \$18.79 (Following the Collective Agreement)

**SHIFTS:**

As required day, evening and weekend (Sunday to Saturday)

**HOURS:**

Various hours between 5 and 10 hours per week depending on demand.

**LENGTH OF TRIAL**

**PERIOD:**

Twenty-five (25) shifts worked

Interested and qualified candidates are invited to submit their resume (in confidence) to:

**Ms. Véronique Bourque**  
**Human Resources Manager**  
**150 St. George Street**  
**Bathurst, N. B. E2A 1B5**  
**Fax: (506) 548-0581**  
**E-mail: [hr-rh@bathurst.ca](mailto:hr-rh@bathurst.ca)**

**THIS COMPETITION WILL REMAIN OPEN UNTIL POSITION IS FILLED.**

*The City of Bathurst wishes to thank all those who will apply, however, only those to be interviewed will be contacted.*