



Owen Sound Attack

1900 3rd Avenue East, P.O. Box 1420

Owen Sound, ON N4K 6T5

Phone: (519) 371-7452

Toll Free: 1-866-5-ATTACK

Fax: (519) 371-7990

EMPLOYMENT OPPORTUNITY

Job Title: Game Day/Night Box Office Customer Service Representative

Reports To: Box Office Manager / Coordinator, Food, Beverage & Security

Position Overview:

The Box Office Customer Service Representative is the first point of contact for guests purchasing game night tickets or seeking event information on game days. This role requires excellent communication skills, a friendly and professional demeanor, and the ability to process transactions accurately and efficiently. The representative will provide exceptional customer service in person, over the phone, and via email, ensuring a positive experience for all patrons.

Key Responsibilities:

- Greet and assist customers at the box office, over the phone, and via email.
- Sell tickets, passes, and merchandise using the ticketing and store POS systems.
- Process cash, credit, and debit transactions accurately and balance the cash drawer at the end of each shift.
- Provide event and venue information, including seating options, pricing, policies, and schedules.
- Assist customers with ticket exchanges, refunds, and special requests according to company policies.
- Resolve customer concerns or escalate issues to management as needed.
- Maintain knowledge of current and upcoming events, promotions, and procedures.
- Ensure the box office area is clean, organized, and presentable.
- Ensure the team store area is clean, stocked and presentable (as time permits)
- Follow all company policies, including cash handling, data privacy, and security protocols.

Qualifications:

- Availability to work evenings, weekends, and holidays is **REQUIRED**.
- Previous experience in customer service, ticket sales, or a similar role preferred.
- Strong communication and interpersonal skills.
- Ability to work in a fast-paced environment and handle multiple tasks.
- Proficiency with computers and point-of-sale/ticketing systems is an asset. (training provided).
- High school diploma or equivalent.

Physical Requirements:

- Ability to sit or stand for extended periods.



Owen Sound Attack

1900 3rd Avenue East, P.O. Box 1420

Owen Sound, ON N4K 6T5

Phone: (519) 371-7452

Toll Free: 1-866-5-ATTACK

Fax: (519) 371-7990

-
- Ability to lift up to 20 lbs (e.g., ticket boxes, promotional materials).

Work Environment:

- Indoors at the venue box office.
- All shifts occur on evenings, weekends, and some holidays in conjunction with the Owen Sound Attack and special event schedules.
- Hours per week varies depending on the event schedule with an average of 8-16 hrs per week (during hockey season), Special events only outside of hockey season.

Wage: \$20.00 - 22.50 per hour

Application: Please submit the following:

- Resume
- Cover Letter

Email: Attack Office: admin@attackhockey.com

In Person: Owen Sound Attack Office, Harry Lumley Bayshore Community Centre
8:30am to 4:00pm, Monday to Friday, no later than Friday, August 29th.

Please note: *Only those chosen for an interview will be contacted.*