

# JOB POSTING - BOX OFFICE CUSTOMER SERVICE REPRESENTATIVE 2025 Summer Season

4th Line Theatre, an outdoor theatre company located in Millbrook, Ont., is currently looking for a **Box Office Customer Service Representative** for the 2025 summer season.

**Start date:** May 5, 2025      **End date:** August 30, 2025  
16 weeks with one week off mid-contract

## **Remuneration:**

\$18/hour minimum – estimated 550-600 hours total

As one of the primary points of contact for our patrons, this position plays an essential role in establishing and developing the relationship between 4th Line Theatre and its patrons. The representative facilitates the sale of tickets and related items while ensuring our theatre patrons enjoy a memorable Farm experience.

## **Skill Requirements:**

- Excellent interpersonal and communication skills with a strong attention to customer service excellence
- Detail oriented and highly organized individual
- Advanced PC computer skills in MS WORD, EXCEL and OUTLOOK
- Enjoys working as part of a fast-paced team environment
- Keen interest in the performing arts and tourism sectors
- A valid driver's license and access to a vehicle for the length of the contract is required (due to the rural location)

## **Duties & Responsibilities of this position will include:**

- Working under the guidance of the Box Office Manager, the Box Office Customer Service Representative will work in the administrative offices, as well as on-site at the Winslow farm venue
- Assisting with telephone, online and in-person ticket, subscription, and group package sales, as well as processing donations
- Assisting in handling patron requests for special accommodations
- Assist with donor stewardship
- Prepare daily sales reports and ongoing sales reconciliations
- Maintain a clean and welcoming environment for theatre patrons
- Greeting patrons, providing information, distributing tickets and managing special seating requests at the Winslow Farm venue



## **Employer Information:**

4th Line Theatre is an award-winning outdoor theatre company that presents regionally-based, environmentally-staged, historical dramas. Our performance venue is located on the Winslow farm, just outside of Millbrook, Ontario. To find out more about 4th Line Theatre and the upcoming summer season, please visit our website [www.4thlinetheatre.on.ca](http://www.4thlinetheatre.on.ca)

4th Line Theatre is committed to being a leader in supporting diversity, equity, and inclusion. We value the diversity of the people and communities we serve, recognize and respect human differences and similarities. Our hiring practices reflect these initiatives. As a company focused on the values of imagination, integrity, collaboration, empowerment, and sustainability in all we do, 4th Line Theatre is committed to creating positive and healthy workspaces for our artists and communities. 4th Line Theatre is committed to providing accommodations [for people facing barriers]. If you require an accommodation, we will work with you to meet your needs.

Please send a resume and cover letter to\*:

Lindy Finlan, General Manager

[lindy@4thlinetheatre.on.ca](mailto:lindy@4thlinetheatre.on.ca)

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\*Interviews and hiring will take place on an ongoing basis until all positions are filled. Please note the position title(s) you are applying for in the subject line of your email.