

Customer Service Receptionist

Company Overview:

Ticketwindow Inc (“Ticketwindow”) was founded in 2004 as a box office ticketing and event marketing agent, and quickly earned a reputation for high quality, competitiveness and excellent customer service. Within the past several years Ticketwindow has offered software licensing to venues and promoters, an order by phone service for ticket buyers, and event staffing service. Ticketwindow is looking to strengthen its customer support team as the company grows its market across North America.

Description: *Full-time Customer Service Representative*

We are searching for a highly motivated and well organized individual who has training or work experience in customer service preferably in the event ticketing industry. Working very closely with the sales team, and administration, the successful individual will be responsible for:

1. Servicing existing house accounts – includes communicating order details with the client; preparing estimates; writing up event posting docket for promoters, venues & related correspondence, coordinating proofing & approval of customer event posting for online sales, follow up status of orders and services with client.
2. Assist with the development of new accounts which includes follow up on new opportunities as assigned by the sales, via telephone and/or email; prepare presentation sales packages and introductory letters.
3. Follow up on social media channels, websites and search engines for new opportunities; summarize contact lists; and as appropriate liaise with new clients & Ticketwindow staff.
4. Online training of software features to clients.
5. Incoming calls for ticket ordering and taking care of patrons orders and complaints.

Overall, the successful candidate **must** be highly communicative, able to multi-task, be very detail oriented, customer focused, versatile and able to adapt quickly to new situations, require minimal supervision, have excellent computer skills and is a very quick study. If you enjoy working in a fast paced work environment we want to hear from you.

Required Skills:

- Highly organized – able to multi task
- Excellent written and verbal communication skills
- PC Computer – Microsoft office
- Knowledge of basic graphic design is helpful

And the following would be definite assets:

- Able to function effectively in a fast paced work environment
- Bilingual French/English would be an asset

Compensation Range:

Wage: Will commensurate with experience.

Location:

London, ON (Downtown)

Start Date:

January, 2018

To Apply: If you want the fun and feel of a start-up company, but the solid management and resources of an established business, we may be the place for you. Please email your resume and cover letter to office@ticketwindow.ca or mail: Ticketwindow Inc. 201 King Street, London ON. N6A 2T4