



Customer Experience & Box Office Assistant

Edmonton Christmas Market

Position Type: Seasonal Contract

Location: On-site @ Fort Edmonton Park, other locations TBD

Contract: November 3, 2025 to December 23, 2025

Report to: Sarah Matysio, Customer Experience Manager

Compensation: Hourly

[Edmonton Christmas Market](#) (ECM) at Fort Edmonton Park — a winter festival destination for discovering regional brands and makers, food and culinary experiences, live entertainment, activities and more.

About the Role

The Edmonton Christmas Market (ECM) is seeking a friendly, reliable, and detail-oriented **Customer Experience & Box Office Assistant** to help create a smooth and welcoming experience for our guests. You'll work alongside our Customer Experience Manager and Fort Edmonton Park admissions staff to ensure smooth, efficient, and memorable guest experiences—from answering questions to processing tickets and assisting with on-site needs. If you enjoy working with the public, thrive in a fast-paced environment, and can stay cheerful even when it's busy (or snowing!), this role might be for you.

Key Responsibilities

- Provide warm, professional customer service to all guests and staff.
- Assist with Ticket Sales, Event updates, Scanning (at various locations onsite), and Will-Call using our CRM platform Showpass.
- Connect with Event Partners to provide ticket sales updates and Will-Call reports.
- Answer guest questions about the event, site amenities, and programming.
- Help manage parking, shuttle service, and lineups to maintain a smooth flow of visitors entering the festival.
- Support the Box Office Manager in responding to customer inquiries—both in person and via email—using ECM's brand voice.
- Assist with problem-solving guest concerns or complaints with professionalism and a solutions-focused approach.
- Keep the box office and front-of-house areas tidy, organized, and inviting.
- Liaise with festival staff, vendors, and Fort Edmonton Park staff as needed.
- Perform other duties as assigned to support the success of the festival.

Minimum Qualifications

- Prior experience in customer service, ticketing, or events is an asset.
- Proficient with Google Workspace, particularly Gmail for customer communications.
- Comfortable using point-of-sale systems and learning new software.
- Highly organized, results oriented and ability to work in a multi-functional team environment
- Able to stay calm and positive under pressure.
- Self-starting personality that acts with integrity when unsupervised and willing to “pitch-in” and assist the ECM team and be a team player.
- Willing to work outdoors and in varying weather conditions.
- Ability to work evenings, weekends, and extended hours during the festival period.
- Successful applicants must be available to work for the entirety of the Edmonton Christmas Market, which includes pre-production and post production. Vacation blackout period is in effect from November 17, 2025 to December 22, 2025, Thursday through Sunday.



Schedule

- **Pre-Festival:** Part-time, flexible hours (some remote work possible) starting **November 1, 2025**.
- **Pre-Production & Festival Period: November 17 – December 21, 2025.** Starting November 17, 2025 you will be expected to work on site to support the pre production needs of the event. Festival hours commence November 28, 2025. During this time you may be working more than 8h per day, and as per contractor agreement you will be paid out for every hour worked.

Why Join Us?

The Edmonton Christmas Market isn't just an event—it's an experience that brings people together in the heart of the holiday season. As part of our team, you'll help create lasting memories for thousands of visitors while working in a fun, festive atmosphere.

How to Apply

Please send your resume and a brief cover letter to **[insert email]** with the subject line *Customer Experience & Box Office Assistant*.