

Job Posting

Sales Assistant (two-month contract)

“One of the crown jewels of the Calgary arts scene, the Calgary Philharmonic justly holds its head up proudly as a representative of the artistic life of the city and as an ambassador for music.” – Calgary Herald

The Calgary Philharmonic celebrates 65 years as a pillar of Calgary’s vibrant arts community in 2020 and has grown to be one of Canada’s most celebrated live music ensembles. Led by Music Director Rune Bergmann, the Calgary Philharmonic presents classical masterworks, pop favourites, bold collaborations, and cutting-edge new works, and attracts world-renowned guest artists and dynamic conductors. The Orchestra welcomes over 100,000 visitors annually and, in 2017, launched its live-stream initiative – an immersive, digital concert experience for audiences around the world. Follow the Calgary Philharmonic @calgaryphil on Facebook, Instagram and Twitter, and register for email updates at <https://calgaryphil.com/about/newsletter/>.

The Role

As a member of the Marketing and Sales team, you will work directly with our patrons to promote attendance at future Orchestra performances, both online and in-person, with a focus on our relaunch under new health and safety guidelines related to COVID-19. You will assist with season ticket orders, future sales, and data entry in our ticketing/CRM system. You will also provide support to the Digital Marketing Specialist and help with various marketing and promotion initiatives under the supervision of the Associate Director of Sales.

Responsibilities

- Communicate with patrons in a positive and professional manner providing the highest level of customer service
- Field questions and concerns from patrons related to our COVID-19 response and future relaunch plans
- Work directly with customers to facilitate single ticket and subscription orders
- Use of integrated CRM system; data clean up, reporting, planning, data analysis
- Assist with email, social media, and other online marketing and promotion campaigns as directed

Desired Qualifications

- Demonstrated customer service experience with emphasis on relationship building
- Preference given to recent music graduates or those returning to music studies in the fall
- Ability to learn new concepts quickly and adapt in a fast-paced, dynamic environment
- Advanced Excel, Word, and Outlook 365 skills

- Experience with Call Centre or multiple phone lines would be an asset
- Dedication to quality control and ownership of job responsibilities
- Ability to work both independently and in a team
- Previous arts administration or reception experience an asset
- Resourceful, independent, and remain calm under pressure

Additional Details

- Must be available to work 30 hours/week from 27 July to 21 September 2020
- Position made possible through funding from Canada Summer Jobs
- Applicant requirements:
 - a) is between 15 and 30 years of age (inclusive) at the start of employment;
 - b) is a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act**; and
 - c) is legally entitled to work according to the relevant provincial / territorial legislation and regulations.
- International students are not eligible. Recent immigrants are eligible if they are Canadian citizens or permanent residents.
- This position requires the ability to work from home. Training, support, and supervision will occur virtually.

Application Process

- Deadline - **20 July 2020**
- Please send cover letter and resume to cilie@calgaryphil.com (no phone calls please).
- Only successful applicants will be contacted for an interview.