

Box Office Support

The Calgary Philharmonic celebrated 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 Phil presents classical standards, pop favourites, bold collaborations, and cutting-edge new works, and attracts world-renowned guest artists and dynamic conductors. In a typical Season, the Orchestra welcomes over 100,000 visitors to the concert hall and reaches audiences around the world through its free and accessible digital programming and live-stream initiative — an immersive, online concert experience that launched in 2017. Follow the Calgary Philharmonic @calgaryphil on Facebook, Instagram and Twitter, and register for email updates at calgaryphil.com/newsletter.

The Role

Box Office Support is a member of the Marketing + Sales Team providing ticket sales and service to patrons at concerts in the Jack Singer Concert Hall as well as administrative support for the Sales Team. The candidate must demonstrate the core values of the Calgary Philharmonic Orchestra with particular emphasis on professionalism, sound judgement, customer service, and ethics. Box Office Support staff report to the Associate Director, Sales and/or Sales Manager. This is a part-time position paid hourly.

Key Responsibilities

- Communicate with patrons in a positive and professional manner, providing the highest level of customer service
- Work directly with customers to facilitate single ticket sales and address ticket-related inquiries
- Data entry, cash handling, and cash reconciliation

Desired Qualifications

- Patron focused customer service experience with emphasis on relationship building
- Ability to learn new concepts quickly and adapt in a fast-paced, dynamic environment
- Demonstrated ability to work both independently and with a team
- Dependable and reliable with strong attention to detail
- Previous arts administration or ticketing experience an asset
- Resourceful, independent, and calm under pressure

Additional Details

- Training, support, and supervision may occur virtually
- This is a part-time position paid hourly (\$18/hour, estimated 3 hours per week)
- Shifts are primarily Friday and Saturday nights
- Term employment position from March to June 2022, with renewal opportunity
- Must be able to provide a clear criminal background check.
- Calgary Phil employees are required to provide proof of full vaccination for COVID-19
- Office location: Arts Commons, Floor 2, 205 8 Avenue SE Calgary AB T2G 0K9
- The Calgary Philharmonic Orchestra is an equal opportunity employer

Application Process

Deadline: 28 February 2022

Applications will be reviewed on a regular basis and suitable candidates may be contacted before the deadline.

Please send cover letter and resume to:
Dagny MacGregor
Sales Manager
HR@calgaryphil.com

We thank you for your interest in the Calgary Philharmonic Orchestra. Please note only successful candidates will be contacted.