

# Sales Assistant (Contract)

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](http://calgaryphil.com/newsletter).

## The Role

The Sales Assistant is a member of the Marketing + Sales Team providing sales and administrative support during our annual season launch and subscription campaign. This 3-month contract position is ideal for those with a passion for arts, culture, and people. We are excited to welcome you to our fun, dynamic team, with great perks like free concerts and a front-row seat to the Calgary arts scene. This position will work from the Calgary Phil Administration offices with a work-from-home option. The Sales Assistant reports to the Sales Manager. This is a part-time position paid hourly.

## Key Responsibilities

- Provide a positive and proactive approach to patron queries and ticketing activities.
- Maintain a strong commitment to exceptional service by phone, email, and in-person.
- Process single ticket sales and season subscription orders, gift vouchers, merchandise, and donations using Spektrix CRM system.
- Ensure a thorough knowledge of Calgary Phil events including concert information, venue layouts, and seating locations.
- Support the administrative needs of the Marketing and Sales Team

## Desired Qualifications

- Passionate about exceptional customer service with proven experience in relationship management.
- A friendly and approachable personality.
- Energetic, creative team player with a high level of enthusiasm.
- Diplomatic with the ability to work with initiative and maturity.
- Resilient under the changing conditions of COVID-19.
- Attention to discretion and sensitivity to work involving confidential information.

- Experience in administration or sales an asset, using tools such as SharePoint and Office365.
- Experience with ticketing software an asset.
- Call Centre/Ring Central phone experience an asset.
- Resourceful, independent, and remains calm under pressure.

### **Additional Details**

- Training, support, and supervision may occur virtually and in-person
- This is a part-time position paid hourly (\$18/hour, 30 hours per week)
- Term employment position from 2 May to 29 July 2022, with the opportunity to continue on with the Calgary Phil in other capacities
- 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. We are committed to employment equity and diversity and encourage applications from all interested individuals. We invite but do not require members of equity-seeking groups to self-identify. We can provide training in certain aspects of the position and want to support the right candidate to be successful in this role.

### **Application Process**

Deadline: 11 April 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](mailto:HR@calgaryphil.com)

We thank you for your interest in the Calgary Philharmonic Orchestra. Please note only successful candidates will be contacted. View our current health and safety policies [here](#).