



Ticketing Services Associate

Reporting to the Manager, Ticketing and Audience Development, the Ticketing Services Associate plays a key role in supporting the management of daily operations in the ticketing office to ensure success in building upon Arts Commons' audience development strategies, all while providing exceptional customer service and staff support.

You possess a kind, energetic and engaging service-oriented attitude. You are a motivated, technically minded, and creative team player who has a history of working within ticketing systems to support staff, clients, and patrons. Leading with a focused, innovative, and inclusive mindset, you can assist in all areas of the day-to-day activities while always remaining calm and collected, especially when working under pressure in a fast-paced environment. You are quick in solving problems and can learn new processes and programs with ease.

You are an expert multi-tasker, which lends itself well to managing event builds and oversight of staff training, scheduling, and general departmental support. Partnered with your impeccable organization skills, you are also able to navigate your way around technologies and scheduling systems required to keep a hectic schedule flowing smoothly.

Who we are:

Arts Commons is embarking on a path to support the Arts Commons ecosystem inclusive of artists, resident companies, and community groups. As one of the largest performing arts centres in Canada, Arts Commons strives to break down barriers to cultural participation by providing a modern, open, and inclusive gathering space in a central location.

We are:

Stewards of an arts ecosystem

- Our mandate is to provide and care for our artists and arts organizations

An Arts Presenter

- Our mandate is to produce and present multiple series, presentations and education programs annually

A Facilitator

- Our mandate is to ensure equitable access and utilization of our assets, by ourselves, our Resident Companies, and the community at large

At a glance

Employment: Permanent, Salaried
Hours: FT (40 hrs); occasional weekends, holidays, and overtime as required (based on show and event needs)

Start Date: ASAP

Salary: \$45,000-\$55,000

Location: Calgary (on-site)

Join us today and see for yourself some of the many reasons why we were voted one of Alberta's Top Employers!

To apply, send your resume and cover letter to:

employment@artscommons.ca

Closing Date: April 25, 2022

What we offer:

On top of the excitement of working with a team of committed performing and visual arts professionals & enthusiasts at one of Canada's top performing arts facilities, Arts Commons offers a competitive salary and a wide range of perks, including:

- A collaborative, engaging and values driven work environment
- An annual salary in the range of \$45,000 - \$55,000
- A comprehensive health and dental benefits package, with RSP matching and access to an Employee & Family Assistance Program (EFAP)
- A positive working culture, keeping employee physical and mental health and wellness a priority with generous paid time off policies and annual lifestyle allowance
- A dynamic role that will have you engaging with the arts and our community in many ways

What we value:

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts. Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts, and arms.

What you will get to do here:

Every day presents a unique and exciting experience as Arts Commons hosts a wide range of events in our world-class venues! The Ticketing Services Associate provides support in all ticketing services tasks and duties, as well as acts as a leader with oversight for the training, scheduling, performance management, customer service coaching and general support of the Ticketing Services Representatives.

Within this role, the Ticketing Services Associate will support and manage assigned clients by maintaining event builds from initial build to event completion. Other duties for this role include tasks such as the timely upload, management and update of web assets and content for ticketing service clients, and the creation and deployment of email blasts for maximum revenue generation. The Ticketing Services Associate has a secondary focus on assistance with data entry, order processing, and reports, in addition to supporting in a variety of other department tasks and initiatives.

Strategic Objective:

Provide support in day-to-day ticketing service duties in the areas of ticketing operations, customer service, audience development, and web systems.

Where you fit within our ecosystem:

This role works regularly with the Programming, Event Services and Corporate Services departments. The Ticketing Services team is part of the Brand & Audience Development department, which is responsible for all marketing, communications, sales, and audience development initiatives at Arts Commons. In this role, you will be communicating regularly with members of public and community, as well as returning patrons and key stakeholders. In addition, this role also works closely with third-party clients and Resident Companies.

You will be a great fit if you...

Must have:

- Minimum of 1 year ticketing and leadership experience, or equivalent
- Superior customer service skills, including proper phone and email etiquette
- Proven ability to work well both independently and in a collaborative team-based environment
- Advanced knowledge of Microsoft Excel and Word
- Ability to be productive and remain calm under pressure
- Strong organizational and problem-solving skills
- Excellent verbal and written communication skills
- Ability to multi-task at a high level
- Strong ability to learn new software/programs quickly
- Outgoing and flexible in nature
- Ability to respond effectively to sensitive inquiries and complaints
- Ability to write business correspondence as well as process and procedure materials
- Ability to effectively present information and respond to questions from staff, customers and staff
- A passion for the arts!

Nice to have:

- Knowledge of event ticketing systems and strategies or experience with Tessitura or other ticketing system an asset
- Ability to manage occasional physical tasks such as lifting of ticket stock, file boxes, equipment

If you are interested in applying to this exciting opportunity, please forward your resume and cover letter in confidence to:

**Human Resources
Arts Commons**

205 – 8th Ave SE Calgary, Alberta T2G 0K9

Email: employment@artscommons.ca

Interviews will be conducted on an on-going basis, and the job posting will officially close when suitable candidates are found. For best consideration, please apply by the deadline date. While we hope to fill this position as earliest as possible, our commitment to finding the right candidate may require more time.

We thank all interested applicants in advance but will only be contacting those selected for an interview.

If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.

Commitment to Inclusion, Diversity, Equity & Accessibility (IDEA)

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process.

To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

It is the unique contributions of all our people at Arts Commons that drives our success. We are committed to providing an environment free of harassment and discrimination for everyone, and we will continue to work to ensure that our teams reflect the diversity of the communities we serve.