

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

We are looking for two enthusiastic and customer-focused Box Office Support members to join our team. As Box Office Support, you are 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. Your focus will be on exceptional customer service, professionalism, and sound judgement. You ensure a positive experience for Calgary Phil patrons through ticket sales and are a key point of contact for the public. This position supports our mission to nurture the human spirit through powerful orchestral performances. Box Office Support staff report to the Sales Manager.

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
- Strong interpersonal and communication skills
- Demonstrated ability to work both independently and with a team
- Dependable and reliable with strong attention to detail and problem-solving
- Previous arts administration or ticketing experience an asset
- Resourceful, independent, and calm under pressure
- Knowledge of classical music and/or a sincere interest in arts and culture

Additional Details

- Candidates must be available to work Friday and/or Saturday evenings and occasionally Saturday/Sunday afternoons.
- This is a part-time position paid hourly at \$18.00 per hour.
- Office location: Arts Commons, Floor 2, 205 8 Avenue SE, Calgary AB, T2G 0K9

Application Process

Deadline: 19 August 2022

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

Please send a cover letter and resume to:

Dagny MacGregor

Sales Manager

HR@calgaryphil.com with the subject line 'Box Office'

The Calgary Phil is committed to fostering an anti-racist, equitable, diverse, and inclusive environment and, as such, encourages qualified candidates from a diverse range of backgrounds.

If you require an accommodation for the recruitment/interview process, please let us know so that we can work with you to accommodate your needs.

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