



# Ticketing Services Representatives

Reporting to the Ticketing Representatives Supervisor and Manager, Ticketing Services, our Ticketing Services Representatives promote Arts Commons' shows and brand offerings to increase ticket sales and subscriptions.

You are fun, friendly, energetic, engaging and always eager to help others. You are someone who can provide world-class customer service through an innovative and inclusive mindset. You approach any problem, regardless of how big or small, with openness and understanding. You thrive in engaging customer-focused environments and can work well both individually and in a collaborative team-based environments. As a creative problem solver, you possess and ability to always remain calm and collected, especially when working under pressure.

Acting as an information resource on all offerings affiliated with Arts Commons, you exude terrific written and verbal ability. You are outgoing and flexible in nature and perform your tasks efficiently while also providing the highest level of customer service. You are able to learn new programs and software quickly, and strong customer service skills.

## Who we are:

Arts Commons is an 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.

### At Arts Commons:

Our belief

- That equitable access to the arts is a human right

Our Responsibility

- To redefine a bold and adventurous Calgary by championing and investing in creativity

Our mission

- To be an inspirational force where artists, community and organizations celebrate cultural identities, experience the full breadth of human emotions, and ignite positive change

## At a glance

**Employment:** Part-time (Hourly) with flexible hours.

**Hours:** Shift based work on weekdays, evenings, weekends and holidays, as required

**Start Date:** ASAP

**Wage:** \$15-\$18/hr

**Location:** Calgary (in-office)

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 (required) and cover letter (optional) to:

[ticketingservices@artscommons.ca](mailto:ticketingservices@artscommons.ca)

Closing Date: June 21, 2024

## 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 wide range of perks, including:

- A collaborative, engaging and values driven work environment
- Wage of \$15-\$18/hr
- Paid sick days benefit for hourly staff
- Flexible work hours
- 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! Ticketing Services Representatives are the first line of contact for new and existing ticket holders and subscribers. As such, you will contribute to our collective goal of creating memorable experiences and providing an exceptional level of customer service is essential this role.

The primary focus of a Ticketing Services Representative is to sell event tickets, facilitate new and renewing subscriptions programmed in the ticketing system, act as an information resource on all shows, events and offerings at Arts Commons, and to provide the highest level of customer service while doing so. Ticketing Services Representatives have a secondary focus on assistance with data entry, order processing, and reports.

The key accountabilities for this role include:

1. Achievement of customer service objectives
2. Support of ticketing services tasks and initiatives
3. Continuous development of job knowledge and skills
4. Active participation in departmental process development

## Where you fit within our ecosystem:

The Ticketing Services team is part of Arts Commons Operations team. This role works closely with the Event Services and Programming teams as well as the Brand and Audience Development team 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 regularly with third-party clients and Resident Companies.

## You will be a great fit if you...

### Must have:

- Minimum of 1 year customer service experience
- 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, especially during peak times
- 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 translate complex instructions or industry specific concepts into simple directions
- A passion for the arts!

### Nice to have:

- Previous call centre and/or ticketing/box office service experience preferred
- 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 (required) and cover letter (optional) in confidence to:**

**Ticketing Services  
Arts Commons  
205 – 8<sup>th</sup> Ave SE Calgary, Alberta T2G 0K9  
Email: [ticketingservices@artscommons.ca](mailto:ticketingservices@artscommons.ca)**

*Interviews will be conducted on an on-going basis and the job posting will officially close when a suitable candidate is found. 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.

We strongly encourage applicants who identify as part of underrepresented groups, including women, people of colour and those with disabilities to apply. Even if your past experiences do not align perfectly with every qualification, we strongly encourage you to apply anyway! An excitement and passion for Arts Commons can go a long way here, whether it's in this role or another.