

Sales Assistant – Contract Role

The Calgary Philharmonic has been a pillar of Calgary's vibrant arts scene since 1955 and in that time has grown to be one of Canada's most celebrated live music ensembles. Led by Music Director Rune Bergmann, the Orchestra presents a wide range of concerts, inspiring education programs, and reaches audiences worldwide through free and accessible digital programming. In addition to 66 full-time orchestra musicians, the Calgary Phil is one of two major symphony orchestras in Canada that has its own chorus of over 120 volunteer singers. In a typical season, the Calgary Phil welcomes over 100,000 visitors, connecting audiences to live music experiences, and serves the city of Calgary by fostering creativity and belonging. Your Phil. Your Music.

The Role

The Calgary Phil is looking for an enthusiastic and outgoing Sales Assistant to join its Marketing + Sales team. The Sales Assistant provides call centre coverage and administrative support and reports to the Sales Manager. This is a contract position paid hourly, for 35 hours per week.

Key Responsibilities

- Create memorable interactions, going above and beyond to assist patrons by providing exceptional service every time
- Maintain a thorough knowledge of the Calgary Phil's concerts, pricing, venues, seating, special events, and promotions
- Promptly answer customer inquiries by phone and email regarding information about the Calgary Phil
- Work directly with patrons to facilitate ticket sales and address ticket-related inquiries
- Administrative duties as required

Desired Qualifications

- Previous customer service experience with emphasis on relationship-building
- Ability to learn new concepts quickly and adapt in a dynamic environment
- Comfortable engaging with the public and working with a team
- Follows direction well and can take initiative where appropriate
- Dependable and reliable with strong attention to detail
- Resourceful, independent, and calm under pressure
- Previous arts administration or ticketing experience an asset

Additional Details

- Term employment position from 1 September 2024 to 30 June 2025
- This is a part-time position paid hourly at \$20/hour
- Training, support, and supervision may occur virtually
- Flexible schedule; may include evenings and/or weekends
- Must be able to provide a clear criminal background check
- Office location: Arts Commons, Floor 2, 205 8 Avenue SE Calgary AB T2G 0K9

Application Process

Deadline: 26 August 2024

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

Please send cover letter and resume to:

Courtney Ilie

Associate Director, Sales

HR@calgaryphil.com

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

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

Follow the Calgary Philharmonic @calgaryphil on Facebook, Instagram, and LinkedIn and register for email updates at calgaryphil.com/newsletter.