



# Ticketing Services Associate

Reporting to the Manager, Ticketing Services, 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 of the box office while always remaining calm and collected, especially when working under pressure in a fast-paced environment.

On top of being an exceptional service provider, you possess strong expertise of ticketing software and processes. From managing event builds and providing general departmental support, you are quick and proficient at handling multiple tasks simultaneously. Partnered with your impeccable organization skills, your ability to navigate your way around technologies and scheduling systems allows for the smooth operation of the ticketing office.

## Who we are:

Arts Commons is an ecosystem inclusive of individual tasks, 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, experiences full breadth of human emotions, and ignite positive change

## 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-\$53,000

**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](mailto:employment@artscommons.ca)

Closing Date: September 20, 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 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 - \$53,000
- 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 different aspects of live performances, visual arts, and arts education

## 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.

The key accountabilities for this role include:

1. Support and management of assigned clients
2. Support of ticketing services tasks and initiatives
3. Coordination and support of Ticketing Services Representatives
4. Achievement of customer service objectives
5. Development of knowledge and skills
6. Active participation in departmental process development

## Where you fit within our ecosystem:

This role works regularly with the Programming, Event Services, Brand & Audience Development, Development and Corporate Services teams. The Ticketing Services team is part of the Operations department, which oversees many areas relating to the organization's operations, ranging from ticketing and audience development, facility operations and venue operations. 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, with a positive attitude
- 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 – 8<sup>th</sup> Ave SE Calgary, Alberta T2G 0K9**

**Email: [employment@artscommons.ca](mailto:employment@artscommons.ca)**

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

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