



CALGARY PHILHARMONIC ORCHESTRA
CUSTOMER RELATIONS/GROUP SALES (ONE YEAR MATERNITY LEAVE CONTRACT)
SEPTEMBER 2015

THE ROLE

This role is a one year full-time maternity leave contract. This position is an integral member of the Marketing and Sales Department providing customer relations support and community engagement to enhance the concert-going experience. The candidate must demonstrate the core values of the Calgary Philharmonic Orchestra with particular emphasis on customer service, professionalism, sound judgment, and ethics.

RESPONSIBILITIES

- Answer main telephone and box office lines
- Greet patrons, clients, volunteers and other staff in a courteous and professional manner
- Take ticket orders for performances and process using online ticketing system
- Assist patrons with all aspects of group ticket sales (invoicing, deposits, seating maps, receptions) by providing exceptional customer service and timely communication.
- Actively seek and maintain relationships with new group sales clients throughout the entire season with the goal of fostering new season subscribers
- Assist with other Marketing and Sales initiatives under the supervision of the Manager of Customer Relations and the Director of Marketing and Sales
- Represent CPO at concerts, tradeshow, festivals and other related activities
- A minimum of 10 box office shifts on concert nights throughout the season

QUALIFICATIONS AND POSITION REQUIREMENTS

- Dependable, reliable and resourceful
- Proven teamwork abilities
- Sound interpersonal and communication skills
- Goal-oriented with proven initiative
- Outgoing and ambitious with the ability to create and enhance relationships
- Word, Outlook, and Excel software knowledge
- Excellent time-management and prioritization skills
- High computer technology competency
- Ability to thrive in a fast-paced, dynamic environment

SALARY AND SCHEDULE

- Monday to Friday - 9am to 5pm and/or 10am to 6pm + some evening box office shifts
- Salary commensurate upon experience

REPORTING AND ACCOUNTABILITY

The Customer Relations/Community Engagement Position will report directly to the Manager of Customer Relations and the Director of Marketing & Sales.

Led by internationally renowned Music Director Roberto Minczuk, the Calgary Philharmonic Orchestra celebrates its 60th Anniversary Season in 2015/2016. The CPO has been a cornerstone of Calgary's multi-faceted arts community since 1955 and is one of North America's finest and most versatile live music ensembles. A repertoire that is extensive and broad in scope consistently attracts acclaimed guest artists and conductors. The CPO offers an average of 85 concerts per Season designed to fit all musical tastes.

Please submit resume to:

Marion Garden, Director of Marketing and Sales

2nd Floor - 205 8 Ave SE
Calgary, AB T2G 0K9
Ph: 403.571.0272
Fx: 403.294.7424
Email: mgarden@calgaryphil.com

Only candidates chosen for an interview will be contacted.