

JOB DESCRIPTION



SALES COORDINATOR | 2 MONTH POSITION

The Calgary Philharmonic Orchestra (CPO) is a pillar of Calgary's vibrant arts community and since 1955, has grown to be one of Canada's most celebrated live music ensembles. Each Season, the CPO presents classical masterworks, pop favourites, bold collaborations, and cutting-edge new works. Led by Music Director Rune Bergmann, the CPO consistently attracts world renowned guest artists and dynamic conductors. The Orchestra welcomes over 100,000 visitors annually and, in 2017, launched its live-stream initiative — an immersive, digital concert experience for audiences around the world.

THE ROLE

The Sales Assistant is a member of the Marketing + Sales Team providing administrative support and customer service during our very busy annual season launch and subscription campaign, then more casual work thereafter.

This part-time, casual position is ideal for a seasoned customer service professional with a passion for the arts. This position will work from the CPO Administration offices as well as the CORE Box Office location. The Sales Assistant reports to the Associate Director, Sales.

This is a part-time position, paid on an hourly rate basis.

Please note, this is a term position from 1 March to 1 May 2019, the CPO will require a 30-hour per week commitment. The successful candidate may have the potential for future work with the CPO.

RESPONSIBILITIES

- Communicate with patrons, both in person and by telephone, in a positive and professional manner providing the highest level of customer service
- Work directly with customers to facilitate single ticket and subscription orders
- Data entry and filing, some cash handling and other administrative duties as required

DESIRED QUALIFICATIONS

- 3 + years of retail experience – the successful candidate needs to be able to hit the ground running with great knowledge of POS, sales, customer service, and general retail operations.
- Patron focused customer service experience with emphasis on relationship building
- Ability to learn new concepts quickly and adapt in a fast-paced, dynamic environment
- Advanced Excel, Word, and Outlook 365 skills
- Call Centre or experience with multiple phone lines an asset

- Dedication to quality control and ownership of job responsibilities
- Demonstrated ability to work both independently and in a team
- Previous arts administration or reception experience an asset
- Resourceful, independent, and remains calm under pressure

ADDITIONAL DETAILS

- Must be available to work 30-hour per week from 1 March to 1 May 2019
- Office location: Arts Commons, Floor 2, 205 8 Avenue SE Calgary AB T2G 0K9
- CORE Box Office location: CORE Shopping Centre, 324 8 Ave SW Calgary AB T2P 2Z2
- The Calgary Philharmonic Orchestra is an equal opportunity employer

APPLICATION PROCESS

Deadline: February 20, 2019, the successful candidate must be able to start on 1 March 2019.

Please send a cover letter and resume to HR@calgaryphil.com

We thank you for your interest in the Calgary Philharmonic Orchestra. Please note only successful candidates will be contacted for an interview.