

Box Office Support

The Calgary Philharmonic celebrated 65 years as a pillar of Calgary's vibrant arts community in 2020 and has grown to be one of Canada's most celebrated live music ensembles. Led by Music Director Rune Bergmann, the Orchestra presents classical standards, pop favourites, bold collaborations, and cutting-edge new works and attracts world-renowned guest artists and dynamic conductors each season. In addition to 66 orchestra musicians, the Calgary Phil is one of two major symphony orchestras in Canada with its own Chorus of over 120 volunteer singers, which celebrates 60 years in 2023. In a typical season, the Calgary Phil welcomes over 100,000 visitors to the concert hall, connects with thousands of students through its educational programs, and reaches audiences worldwide through free and accessible digital programming.

The Role

Box Office Support is a member of the Marketing + Sales Team providing ticket sales and service to patrons at concerts in the Jack Singer Concert Hall as well as administrative support for the Sales Team. The candidate must demonstrate the core values of the Calgary Philharmonic with particular emphasis on professionalism, sound judgement, customer service, and ethics. Box Office Support staff report to the Associate Director, Sales and/or Sales Manager. This is a part-time position paid hourly.

Key Responsibilities

- Communicate with patrons in a positive and professional manner, providing the highest level of customer service
- Work directly with customers to facilitate single ticket sales and address ticket-related inquiries
- Data entry, cash handling, and cash reconciliation

Desired Qualifications

- Patron focused customer service experience with emphasis on relationship building
- Ability to learn new concepts quickly and adapt in a fast-paced, dynamic environment
- Demonstrated ability to work both independently and with a team
- Dependable and reliable with strong attention to detail
- Previous arts administration or ticketing experience an asset
- Resourceful, independent, and calm under pressure

Additional Details

- Training, support, and supervision may occur virtually
- This is a part-time position paid hourly (\$18/hour, estimated three hours per week)
- Shifts are primarily Friday and Saturday nights
- Term employment position from September to June 2024, with renewal opportunity
- Must be able to provide a clear criminal background check.
- Office location: Arts Commons, Floor 2, 205 8 Ave SE, Calgary, AB T2G 0K9
- The Calgary Philharmonic is an equal opportunity employer

Application Process

Deadline: 10 October 2023

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

Please send cover letter, resume, and salary expectations to:

Dagny MacGregor

Sales Manager

HR@calgaryphil.com with the subject line "Box Office Support"

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

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