

Box Office Representative

For seven decades, the Calgary Philharmonic has been bringing communities together through the power of music. A pillar of the Calgary arts scene and one of Canada's most celebrated live music ensembles, the Calgary Phil presents more than 60 concerts a season across a wide range of programming — epic classics, thrilling collaborations, rockin' pops, family fun, and much more. The Calgary Phil also engages thousands of children each season through innovative and accessible Education and Outreach initiatives. 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 140 volunteer singers. In a typical season, the Calgary Phil welcomes over 100,000 visitors, connecting audiences to live music experiences and serving the city of Calgary by fostering creativity and belonging. Your Phil. Your Music.

The Role

The Calgary Phil is looking for a personable and professional Box Office Representative to join its Marketing + Sales Team. Reporting to the Sales Manager, this part-time position is responsible for selling tickets and providing exceptional customer service to audience members at concerts. The ideal candidate must demonstrate professionalism, sound judgement, and a strong commitment to creating a positive audience experience.

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

- This is a part-time position paid hourly (\$20/hour, 3-4 shifts monthly)
- Shifts are primarily Friday and Saturday nights
- Training, support, and supervision may occur virtually
- Term employment position from 12 September 2025 to 30 June 2026, with renewal opportunity
- A Police Information Check will be required from the successful applicant
- Office location: Werklund Centre (formerly Arts Commons), Floor 2, 205 8 Ave SE, Calgary, AB T2G 0K9

Application Process

Deadline: 25 August 2025

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

Please send cover letter and resume to:

Caroline Becq

Sales Manager

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.