

# Sales Assistant – Contract Role

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 an enthusiastic and outgoing Sales Assistant to join its Marketing + Sales team. Reporting to the Sales Manager, the Sales Assistant provides call centre coverage and administrative support. This is a contract position paid hourly, for 35 hours per week.

## **Key Responsibilities**

- Create memorable interactions, going above and beyond to assist patrons by providing exceptional service every time
- Maintain a thorough knowledge of the Calgary Phil's concerts, pricing, venues, seating, special events, and promotions
- Promptly answer customer inquiries by phone and email regarding information about the Calgary Phil
- Work directly with patrons to facilitate ticket sales and address ticket-related inquiries
- Administrative duties as required

## **Desired Qualifications**

- Previous customer service experience with emphasis on relationship-building
- Ability to learn new concepts quickly and adapt in a dynamic environment
- Comfortable engaging with the public and working with a team
- Follows direction well and can take initiative where appropriate
- Dependable and reliable with strong attention to detail
- Resourceful, independent, and calm under pressure
- Previous arts administration or ticketing experience an asset

## **Additional Details**

- Term employment position from 17 February 2026 to 31 January 2027 with potential for renewal
- This is a contract position paid hourly at \$22/hour
- Training, support, and supervision provided
- Flexible schedule; may include evenings and/or weekends
- Must be able to provide a clear criminal background check

