



Employment Posting

Job Title: Audience Services Associate
Organization: Theatre Calgary
Position: Full time; starting August 1, 2018
Application Deadline: July 13, 2018

OVERVIEW

This is a permanent full time position starting immediately. Reporting to the Audience Services & Systems Manager, the **Audience Services Associate's** key responsibilities are to actively sell theatre tickets to **New and Renewing Subscribers** as well as to **Single Ticket Purchasers** and to provide the highest level of customer service while doing so.

DUTIES and RESPONSIBILITIES

Including but not limited to the following:

- Actively engages in selling Theatre Calgary Season Subscriptions and Single Tickets (by phone and/or in person) while adhering to the current Theatre Calgary marketing strategies and maintaining superb customer service levels.
- Is (or quickly becomes) fluent on the Tessitura ticketing system in order to process and track purchases, ticket exchanges, ticket re-prints, etc.
- Keeps accurate and legible records (accounting, communications, pending files, etc.).
- Handles customer relations and patron inquiries in person and over the telephone in a manner that is not only respectful but which reflects the highest in service standards.
- Becomes thoroughly familiar with all aspects of Theatre Calgary so as to provide patrons and potential customers with accurate information regarding the company, our productions, the theatre, policies, and procedures. These communications must be made with the primary goal of ensuring the utmost customer experience.
- Actively participates in all incoming and outbound call campaigns as required.
- Assists in on-going internal communications, sharing information regarding dates, events, audience feedback, etc. within the Audience Services team and the wider office staff.
- Actively participates in all facets of Sales campaigns as requested (selling, tracking, calling, printing, stuffing envelopes, mailings, etc.).
- Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Must enjoy working with the public in a variety of capacities.
- Must possess the ability to multi-task, work independently, and interact well with a wide range of internal and external clients.
- Must be comfortable and proficient with telephone sales.
- Must be comfortable and proficient participating in outbound calling campaigns.
- Must be proactive and creative with excellent customer service skills (in person, written word, and telephone).
- Must be comfortable in a fast-paced and dynamic workplace.
- Must be flexible and work well under stress.
- Must be well organized, decisive, and have good follow-through skills.
- Must be articulate, composed and able to represent Theatre Calgary to the fullest, on the telephone and in person.
- Prior experience with Box Office Sales and ticketing systems preferred.
- Prior customer service experience and/or ticket selling experience is an asset.

PERSONAL CHARACTERISTICS

- A strong personal interest in, and connection to, the performing arts.
- A positive attitude - brings creativity, professionalism and enthusiasm to the workplace.
- Strong work ethic.
- Strategic and creative thinker.
- Enjoys building relationships with the public.

APPLICATIONS

- Theatre Calgary offers a competitive compensation package.
- We appreciate all applicants; however, only those selected for an interview will be contacted.
- Start date: **August 1, 2018**
- The position will remain open until a suitable candidate is found.
- **Interested candidates should forward their resume by July 13, 2018** to: Victoria Tharakan: vtharakan@theatreocalgary.com. Please indicate the job title in your cover letter.

For more information on Theatre Calgary, visit theatreocalgary.com.