

Job Title *

PART-TIME CUSTOMER SERVICE

The Vancouver Symphony Orchestra is seeking Customer Service Representatives to join its Sales and Customer Service team.

Job Description *

The Vancouver Symphony Orchestra is seeking Customer Service Representatives to join its Sales and Customer Service team.

Founded in 1919, the Vancouver Symphony Orchestra (VSO) is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. Under the leadership of Music Director Otto Tausk, the VSO performs 150 concerts each year for over 500,000 people in 16 different locations throughout Metro Vancouver, in its primary home at the historic Orpheum Theatre, and streaming online at theconcerthall.ca.

Applicants should be energetic and enthusiastic, ideally with knowledge and experience using the Tessitura, Audience View, or Ticketmaster ticketing and database systems. New staff will join and complement our Sales and Customer Service team, providing outstanding information and service to help maintain and improve the brand and quality name of the Vancouver Symphony Orchestra.

Successful applicants will have solid working (Windows) computer skills, a patient and conscientious demeanour, flexibility with scheduling, presentable dress and appearance, full-fluency in written and spoken English, and an excellent ability to interact competently and thoroughly with customers, staff and volunteers, delivering accurate conscientious attention to detail and fulfillment of customer expectations. Scheduling will require employee availability during weekdays and/or weekends, including daytime and evening shift work.

Successful applicants must provide availability that includes consideration for weekdays and weekends where possible.

Responsibilities

- 1) Receiving incoming phone calls and in-person interaction with customers in our daytime box office.
- 2) Corresponding and providing online support for customers by email.
- 3) Working at the VSO concert box office, including some weekday and/or weekend matinee/evenings.
- 4) Processing ticket orders, directly with customers, through email, and incoming post mail.
- 5) Fulfillment of all customer needs, mailing of materials, database records, account and order review.
- 6) Working the VSO box office facilities, including our daytime box office, and concert shifts.
- 7) A flexible work schedule will be expected, including morning, evening, and weekend shifts.
- 8) Scheduling is necessarily done a full month in advance - this commitment is required.

Experience Required

- 1) Ticketing and customer service experience is preferred, including telephone, e-mail and in-person transactions.
- 2) Strong working knowledge and facility using Windows operating system.

- 3) Good Windows and MS Office software skills, including Outlook, Word, Excel.
- 4) Full fluency in English, spoken and written.
- 5) Consistent and reliable weekly availability

Starting wage: \$17.00 per hour, plus vacation pay 4%.

How to Apply *

Please email a simple resume in PDF or MS Word format to employment@vancouversymphony.ca

Please include "Part-Time Customer Service" in the subject line.

A cover letter is not necessary.

Dates of both year and month are required for all listed work experience, education or training.

Application deadline January 31, 2022