

## **Volunteer, Gift Shop & Lottery Coordinator**

The Vancouver Symphony (VSO) seeks a Volunteer, Gift Shop & Lottery Coordinator to join its Marketing team.

Founded in 1919, the VSO is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO creates, curates, and connects irresistible musical experiences—performing 150+ concerts annually in its home, the Orpheum Theatre, as well as numerous venues throughout Metro Vancouver, and online reaching 250,000 people. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. The VSO is the only major orchestra in Canada to have its own music school. Maestro Otto Tausk is the Music Director of the VSO and Artistic Director of the VSO School of Music.

### **Responsibilities**

#### **Volunteer Coordination**

- Develop recruitment strategies for attracting new volunteers to support in-person events and office duties at the VSO
- Communicate with volunteers about future opportunities and ensure that email lists are kept up to date
- Build strong relationships with volunteers and develop appreciation program, tracking hours and thankyou vouchers
- Provide training and support to volunteers
- Oversee in-office volunteers for administrative tasks and mailouts
- Organize volunteer appreciation events

#### **Lottery Coordination**

- Organize fundraising lotteries (50/50, car raffle, etc.) and exceed annual revenue targets
- Develop marketing and promotional plan in coordination with VP and Director of Marketing
- Create weekly sales reports
- Secure lottery licenses
- Conduct prize draws, and coordinate with required staff and board members
- Secure donated prize items from community partners/sponsors

#### **Gift Shop Coordination**

- Coordinate gift shop shifts for all VSO concerts at the Orpheum
- Curate and purchase items that resonate with VSO audiences of all ages
- Ensure popular items are in stock and coordinate inventory
- Deliver exceptional customer experiences to all shoppers and provide training to volunteers

- Ensure accurate tracking of sales and create weekly sales reports
- Exceed annual revenue sales targets
- Ensure attractive visual merchandising of items
- Oversee and collaborate with Gift Shop Supervisor
- Conduct annual inventory count before fiscal year end

### **Qualifications**

- Previous customer service experience is required
- Enjoys building relationships and meeting new people
- Previous retail and visual merchandising experience is an asset
- Strong verbal and written communication skills
- Motivated self-starter with strong organizational skills
- Familiarity with Microsoft Office (Outlook, Word, Excel) and PCs
- Evening and weekend work is required
- Access to a vehicle is an asset but not required

### **Schedule and Compensation**

- This is a full-time position and includes evening and weekend work during concerts
- Perks include tickets to VSO concerts
- Comprehensive benefits package (including medical, dental, life and disability), Employee Assistance Program, sick days, and vacation
- VSO requires all employees, volunteers and working partners to be fully vaccinated
- We provide a respectful workplace committed to anti-harassment and anti-bullying policies
- Salary: \$44,000

This description summarizes the general nature and level of work expected of the position. It is not designed to cover or contain a comprehensive list of activities, duties or responsibilities required of the position.

Please email your resume and cover letter to [employment@vancouversymphony.ca](mailto:employment@vancouversymphony.ca) and include "Volunteer, Gift Shop, and Lottery Coordinator" in the subject line. Applications will be accepted until the position is filled. The VSO thanks all applicants for their interest, only those applicants selected for an interview will be contacted. No phone calls please.