

Tafelmusik Customer Service Representative (part-time, 14 hrs per week)

Join a dynamic patron services department in one of Canada's most high-profile and innovative musical ensembles.

Tafelmusik is seeking an energetic, experienced and collaborative individual to join our Box Office team, which services patrons for Tafelmusik and Toronto Consort concerts and special events out of our home at Trinity-St. Paul's Centre in the Annex.

Reporting to the Box Office Manager, the ideal candidate will have a proven track-record in box office and customer service for a performing arts organization.

The successful candidate will be creative, highly organized and accountable. A flexible schedule and evening hours will be required.

Tafelmusik is an internationally acclaimed, thriving not-for-profit organization with an exciting artistic vision, and a warm, supportive and collaborative team environment. While active on the world-stage, at the core of our work is a series of 50 subscription concerts each season in Toronto. Music Director Elisa Citterio joined the organization in fall of 2018 and along with the Management team, brings exciting new leadership and vision to the organization.

JOB DESCRIPTION

Customer Service & Sales

- Create welcoming interactions, with high standards of customer service, as part of the front line of patron experience at Tafelmusik
- Primary phone and in-person sales representative, knowledgeable about all aspects of the season (subscription packages, concerts and single tickets, merchandise) and upselling where possible for Tafelmusik and Toronto Consort performances and events
- Assist marketing with the subscription package mailing in August of each year
- Assist with Tafelmusik and Toronto Consort box office concert duty as assigned (walk up sales, will call tickets)
- Pro-active communication of ideas to box office and marketing teams for improvement of the customer experience

Collaboration

- Work collaboratively with other members of the organization, especially the Box Office team, Front of House & Volunteer Manager, and Marketing team to maintain a coordinated approach to the Tafelmusik customer experience
- Be an active team player in large scale organizational events, such as Season Launch, greeting and directing guests, answering questions
- Flexibility to shift focus as required with changing priorities and support team members to achieve objectives

Other Duties

- Database maintenance: ensure that patron data is entered in a consistent manner, eliminate duplicates, provide recommendations on best practices

- Stay up to date in Tessitura training as required
- Assist and inform patrons in their online transactions
- Adhere to Box Office dress code and other box office policies and procedures
- Assist with timely processing of credit card transactions
- Fulfilling merchandise orders
- Other duties as notified by the Box Office Manager

QUALIFICATIONS

Essential

- Demonstrated track record in box office and customer service in a professional performing arts venue, with a minimum of 2 years' experience
- Experience in Tessitura database, including constituent data, ticket orders, merging, and basic box office reports
- Highly detailed oriented, with the ability to course correct as required
- Clear and direct communication skills
- Ability to stay calm under pressure
- Ability to recognize and find solutions to patron issues and concerns
- Experience with accommodating special needs
- Skilled at Microsoft Office with particular expertise in Excel
- Flexible availability, including evening and weekend hours
- Very punctual

Desirable

- Knowledge of, and passion for, classical music and the performing arts
- Languages spoken other than English
- Affection for church cats

TERMS OF EMPLOYMENT

This is a part-time position, currently based on 14 hours per week.

Hours will be flexible. Tafelmusik offices are usually closed for 2 weeks in December. Please note that there is an amount of evening and weekend work.

Hourly rate is competitive.

HOW TO APPLY

Please apply by emailing sending a resume and covering letter to mreis@tafelmusik.org with the subject: "Customer Service Representative Posting."

Application Deadline: September 21, 2018.

We thank all candidates for their interest, however only those selected for interviews will be contacted.

Tafelmusik is an equal opportunity employer. We are committed to creating a safe and inclusive environment for all employees.

Tafelmusik Baroque Orchestra and Chamber Choir

Every now and then a group of musicians comes along and changes the way we think about music. Tafelmusik has done just that. Music for feasting. It is a name that, for almost four decades, has been synonymous worldwide with dynamic, engaging, and soulful performances.

Whether on tour or at home in Trinity-St-Paul's Centre, an historic church in the Annex neighbourhood of Toronto, at its heart Tafelmusik Baroque Orchestra and Chamber Choir is a family of collaborative musicians. Steeped in the historical traditions of the baroque and classical eras, together they form one of the world's leading period ensembles.

Tafelmusik is Canada's most toured orchestra, having performed in over 350 cities in 32 countries, and its international reputation is without question. In fall of 2018, violinist Elisa Citterio became only the second Music Director in its history. With her stunning virtuoso performances and innovative approach to period performance, the future is indeed bright in Ms. Citterio's hands.

Under the direction of Ivars Taurins, the Chamber Choir has become one of the most fêted in North America. The vitality of Tafelmusik's vision clearly resonates with its loyal audiences at home in Toronto, where the ensemble performs some 80 concerts every year, a focal point of Toronto's lively early music scene.

The ensemble came to be recognized for its innovative and creative programming, blending familiar masterworks with rare gems. But above all, the reason audiences kept returning was to experience Tafelmusik's unique brand of engagement. Attend a Tafelmusik concert and you feel individually involved: you have been given an invitation to become a member of the extended Tafelmusik family.

Today, Tafelmusik's catalogue of award-winning recordings continues to demand the attention of the world stage. Over 85 recordings, have garnered nine JUNOs and numerous other recording prizes.

Masters in transporting audiences to the worlds in which their instruments inhabited, the musicians of the Tafelmusik Baroque Orchestra and Chamber Choir are always seeking out new ways to remain vibrant and relevant to modern audiences. Whether in cross-cultural collaborations, on stage with Opera Atelier, with the annual tradition of Sing-Along Messiah or at a bar for the Haus Musik series, theatricality has become a Tafelmusik trademark.

Tafelmusik is committed to sharing their knowledge and experience through their various artist training initiatives, chief among them the Tafelmusik Baroque Summer and Winter Institutes. Musicians come to Toronto from around the globe to attend these intensive and varied programs.

Online, on tour, or on Bloor Street, Tafelmusik continues to reinvent itself while remaining true to its roots. In the newly refurbished Jeanne Lamont Hall at Trinity St Paul's Centre, crystal-clear performances of Bach, Handel, and Mozart are still as fresh as ever, and across the city at Koerner Hall, Toronto Centre for the Arts, or underground Haus Musik venues, Tafelmusik reaches out to a multiplicity of audiences. Nearly four decades young, Tafelmusik continues to deliver a feast for the senses.