



## PART-TIME TICKET SERVICES REPRESENTATIVES

### SUMMARY

This position will support a ticketing operation that emphasizes customer service and meets the needs of the Canadian Opera Company, its presenters, and patrons. Hours are predominantly Monday to Friday 9:30 a.m. to 6 p.m.

Evening and weekend shifts are required and Ticket Services representatives are expected to be available on performance days. We require a minimum of three days of availability per week throughout the year.

This position will have shifts at both the Joey and Toby Tanenbaum Opera Centre (227 Front St. E.) and the Four Seasons Centre for the Performing Arts (145 Queen St. W.).

Actual rate of pay for this position is \$17/hour.

### KEY RESPONSIBILITIES

- Processing ticketing and subscription orders by phone, mail, and in person
- Answering patron queries
- Providing courteous service to all patrons
- Assisting with related clerical and administrative tasks
- Executing all duties with accuracy
- Expanding opera knowledge
- Other duties as assigned

### KEY REQUIREMENTS

- Minimum 12 months experience working in a theatre environment that requires regular patron contact and responsibility for cash management
- Solid working knowledge of computerized ticketing system, preferably Tessitura, along with excellent computer literacy in Microsoft systems
- Strong oral and written communication skills, excellent interpersonal skills, and a professional telephone manner
- Must be able to work in a fast-paced environment and deal with customer service issues calmly and courteously
- Ability to problem solve with diplomacy, tact, and with a sense of urgency

- Understanding and familiarity with AODA requirements
- Appreciation of opera as a cultural art form is an asset

### APPLICATION PROCESS

Interested applicants are invited to submit their resume and cover letter via e-mail no later than November 15, 2023.

Email: [ticketservicesjobs@coc.ca](mailto:ticketservicesjobs@coc.ca)

### ABOUT THE COC

Based in Toronto, the Canadian Opera Company is the largest producer of opera in Canada and one of the largest in North America. General Director Perryn Leech joined the company in 2021, forming a leadership team with Music Director Johannes Debus and Deputy General Director Christie Darville. The COC enjoys a loyal audience, including a dedicated base of subscribers, and has an international reputation for artistic excellence and creative innovation. Its diverse repertoire includes new commissions and productions, local and international collaborations with leading opera companies and festivals, and attracts the world's foremost Canadian and international artists. The COC Academy is an incubator for the future of the art form, nurturing Canada's new wave of opera creators with customized training and support. The COC performs in its own opera house, the Four Seasons Centre for the Performing Arts, hailed internationally as one of the finest in the world. For more information, visit [coc.ca](http://coc.ca).

As Canada's largest opera company, the COC deeply values equity and diversity across all levels of the organization and believes in fostering an inclusive, discrimination-free environment that fully supports our team's personal and collective success. We are committed to building a workforce that reflects our community, our city, and our country and, in turn, the COC welcomes applicants from all backgrounds and abilities who share and embrace these values of anti-racism and inclusion.

The COC is committed to providing accommodations for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) in all parts of the hiring process. If you require an accommodation, please let us know and we will work with you to meet your needs.

The Canadian Opera Company thanks all applicants in advance, however, only those considered for an interview will be contacted. No phone calls or agencies please.

*Date Posted: October 27, 2023*