



THUNDER BAY  
SYMPHONY  
ORCHESTRA

Paul Haas  
Music Director

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**TBSO.ca**

## **Marketing Assistant – Part-time, term**

The TBSO is hiring a Marketing Assistant. This is a salaried, one-year, part-time term position, with the possibility of becoming a permanent.

The Thunder Bay Symphony Orchestra serves the entire Northwestern Ontario region by providing outstanding classical music performances and education programs while striving to be the best regional orchestra in Canada.

Reporting to the General Manager, the Administrative will be responsible for providing customer service to patrons and supporters as well as administrative support to ensure efficient operation of the office. The Administrative Assistant will be responsible for confidential and time-sensitive material, so a high degree of discretion is required.

As this position liaises with multiple working groups, and the public, the ability to communicate clearly via phone, email, and zoom and ensuring understanding is a priority. As well, given that this position requires independent problem-solving, relying on experience and judgment to plan and accomplish goals, a wide degree of creativity and latitude is expected.

The Thunder Bay Symphony Orchestra values diversity and strongly encourages applications from individuals in historically underrepresented groups: women, Indigenous Peoples, People of Colour, LGBTQ+ individuals.

### Responsibilities:

- Provides customer service, marketing, and sales support
- Answers phone calls, schedules meetings and supports patron inquiries
- Provides information by answering questions and requests
- Facilitates ticket sales through Universe and Ticketmaster
- Carries out administrative duties such as filing, typing, copying, binding, scanning etc.
- Schedules and assigns administrative projects
- Exhibits polite and professional communication via phone, e-mail, and mail
- Supports the entire TBSO team maintaining organization
- Maintains supplies inventory
- Maintains contact lists
- Conduct data entry as necessary

Required Skills:

- Proven background in providing excellent customer service
- Knowledge of office management systems and procedures
- Working knowledge of office equipment, like printers and fax machines
- Proficiency in MS Office & Google Workspace
- Good organization, planning and time-management skills
- Ability to work independently, but also in a fast-paced team environment
- Strong communication skills
- Flexible work schedule
- Valid G drivers license

Please email resume and cover letter directly to TBSO: [info@tbso.ca](mailto:info@tbso.ca)