



Audience Services Coordinator– Fulltime, One-year term

The TBSO is hiring an Audience Services Coordinator. This is a full-time position at \$18/hr for 35 hours per week.

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 Audience Services coordinator will take responsibility for audience services and cultivation. This person will work closely with the General Manager to create opportunities for the TBSO to be in the community, communicate our concert offerings, and promote shows to new and existing audience members. They will also attend concerts and offer support in audience experience. In addition, they will act as a face of the TBSO and network in the community to establish relationships with ticket buyers, community partners, and sponsors.

The Thunder Bay Symphony Orchestra values diversity and strongly encourages applications from individuals in historically underrepresented groups: women, Indigenous Peoples, People of Colour, 2SLGBTQ+ individuals.

Duties:

- Manage TBSO outreach activities including pop-ups and special event booths/table
- Manage ticket sales and provide customer service/assistance to purchasers
- Support partnerships by liaising with external groups to ensure needs are met
- Work with marketing to generate programs and other printed material
- Generate monthly subscriber email
- Organize volunteers for concerts, communicating concert details and duties
- Act as first point of contact for external inquiries

Required Skills:

- Completed post-secondary education is an asset
 - Comfort in a front-facing customer experience position
 - Ticketing management experience is an asset
 - Demonstrated experience with social media platforms such as Facebook, Instagram, and Constant Contact
 - Excellent written and verbal communication skills
 - Ability to work onsite in a variety of locations
 - Strong presentation and public speaking skills
 - Experience working or volunteering in non-profit and or working collaboratively with volunteers is an asset
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This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here: <https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>