



EDMONTON
SYMPHONY
ORCHESTRA



WINSPEAR
CENTRE

Part-time Job Opportunity Patron Services Representatives

*Do you enjoy bringing a smile to a person's face?
Does being part of a team in an active culture scene energize and inspire you?
Would you like to work in the heart of Edmonton's arts district?*

The Francis Winspear Centre for Music is recognized as one of North America's finest acoustic concert venues. This community facility is home to the Edmonton Symphony Orchestra, hosts internationally recognized groups and artists, and serves many of the city's businesses and arts and community service organizations with over 400 events per year. The Winspear's vision is to deliver outstanding guest experiences and ensure that every person who interacts with the organization feels warmly welcomed and enjoys every aspect of their experience.

The Winspear is seeking individuals to fill the part-time position of **Patron Services Representative**. We are looking for employees who will take pride in being associated with this outstanding facility and will deliver the very highest standard of guest services for each event hosted here.

We provide an upscale and unique work environment, with excellent training, flexible hours, and employee incentives. There are a variety of roles available to fill, including usher, ticket taker, coat check, concession services, and the opportunity to cross-train for Ticketing Services. This position involves daytime, evening, and weekend work on a flexible schedule. ***Evening and weekend availability is required.***

As a member of our Patron Services Team, you fill one of the most pivotal roles in our organization. You champion excellent experiences for a wide variety of customers by providing answers to questions, seeing to guests' comfort, processing transactions, and taking ownership for solutions to customer concerns. You make sure that every person is greeted with a smile and feels valued and important. To succeed in this role, you delight in working with people and have the compassion, patience, professionalism, and follow-through to provide outstanding customer care.

Your qualifications are a great attitude and experience working in a customer service position. You are energetic and able to contribute well within a team environment. You have strong communication and problem-solving abilities, and enjoy working in a fast-paced environment. Familiarity with ticketing (box office) and cash handling and being ProServe certified are strong assets for this role. Your passion for music and community will set you apart. What you get is a part-time position with growth opportunity working in one of Edmonton's cornerstone arts organizations with access to symphony concerts, ongoing training, and professional development opportunities.

Please submit résumé and cover letter as a single-attachment PDF to Stacy Parkins at sparkins@winspearcentre.com. Subject line: Patron Services Representative. Please no phone calls. Interviews are held on an ongoing basis as positions become available. We sincerely thank all applicants. Please note that only candidates selected for an interview will be contacted.