



Career Opportunity Patron Advisor

Patron Development Department

The Francis Winspear Centre for Music is recognized as one of North America's finest acoustic concert venues. This not-for-profit community facility is home to the Edmonton Symphony Orchestra, hosts internationally recognized groups and artists, and serves many city businesses and arts and community service organizations with over 400 events per year. The Winspear's vision is to bring people together through music by delivering outstanding guest experiences and ensuring that every person who interacts with the organization feels warmly welcomed and enjoys every aspect of their experience.

The Francis Winspear Centre for Music (FWCM) is seeking an individual to fill the role of **Patron Advisor**.

This role is pivotal within in our organization. Within this role, you will be building relationships with patrons and ensuring that their Winspear experience is superlative. As a Patron Advisor, you will provide stewardship and ticketing services for a portfolio of subscribers and donors. You will answer patron questions, process transactions, and find creative solutions to customer concerns. Whether in person or on the phone, you will ensure that every person is greeted warmly and feels valued. To succeed in this role, you enjoy working with people and are compassionate, patient, professional, and dedicated. This role involves daytime hours as well as attending evening and weekend concerts and patron appreciation events.

Your qualifications are a positive attitude and experience working in a customer service position. You are highly organized, enjoy working independently and as part of a team, are proficient with computer technology, and are committed to ensuring that each patron has an outstanding Winspear experience. Familiarity with ticketing software (e.g. Tessitura) or experience with event coordination and records management are assets. Your passion for music will set you apart. What you get is a full-time position with growth opportunities working in one of Edmonton's cornerstone arts organizations with access to symphony concerts, ongoing training, and professional development.

Submit your résumé and cover letter as a single-attachment PDF to joinourteam@winspearcentre.com. Subject line: Patron Advisor. Please mention how you heard about this posting. No phone calls. Closing date for applications is May 18, 2018. We look forward to getting to know you!