

Box Office + Front of House Representative

For seven decades, the Calgary Philharmonic has been welcoming communities together through the power of orchestral music. A pillar of the Calgary arts scene and one of Canada's most celebrated live music ensembles, the Calgary Phil presents more than 70 concerts a season across a wide range of programming — epic classics, thrilling collaborations, rockin' pops, family fun, live movie scores, and much more. The Calgary Phil also engages thousands of children each season through innovative and accessible Education and Outreach initiatives. In addition to 66 full-time orchestra musicians, the Calgary Phil is one of two major symphony orchestras in Canada that has its own chorus — over 160 volunteer singers. In a typical season, the Calgary Phil welcomes over 100,000 visitors, connecting audiences to live music experiences and serving the city of Calgary by fostering creativity and belonging. The Calgary Phil Belongs to Everyone.

The Role

The Calgary Philharmonic Orchestra is seeking a personable, professional, and highly organized Box Office + Front of House (FOH) Representative to join its Marketing + Sales team. This part-time position plays a key role in delivering exceptional patron experiences both in the Box Office and in the lobby at concerts.

Reporting to the Sales Manager, this role supports ticket sales, customer service, and FOH operations. The successful candidate demonstrates professionalism, sound judgement, strong communication skills, and a commitment to creating a positive and welcoming environment for all audience members.

Key Responsibilities

- Customer Service + Ticketing
 - Communicate with patrons in a positive and professional manner, providing exceptional customer service.
 - Facilitate single-ticket sales and respond to ticketing inquiries.
 - Perform data entry, cash handling, and cash reconciliation.
- Front of House (FOH) Coordination
 - Oversee lobby setup and tear-down before and during concerts.
 - Working with Calgary Phil and Werklund Centre staff to ensure all details outlined in our FOH Notes are considered and effectively communicated.
 - Provide onsite leadership and support for FOH volunteers.
 - Liaise with Werklund Centre FOH staff and Calgary Phil Production teams.
 - Assist with any additional FOH requirements to ensure a smooth patron experience.
- Merchandise
 - Support pricing, inventory control, and merchandise display.
 - Manage the merchandise kiosk, including financial transactions and end-of-night reconciliation.

Desired Qualifications

- Patron-focused customer service experience with an emphasis on relationship building.
- Previous FOH, box office, or retail sales experience considered an asset.
- Ability to learn quickly and adapt in a fast-paced environment.
- Strong attention to detail, organization, and dependability.
- Ability to work both independently and collaboratively with staff, volunteers, and musicians.
- Excellent verbal communication skills.
- Calm, resourceful, and professional under pressure.
- Experience in a not-for-profit or performing arts environment an asset.
- Sincere interest in the performing arts.

Additional Details

- This is a part-time position paid hourly (\$22/hour, 3-4 shifts monthly)
- Shifts are primarily Friday and Saturday nights
- Term employment position from 11 September 2026 to 30 June 2027 with renewal opportunity
- Office location: Werklund Centre, Floor 2, 205 8 Ave SE, Calgary, AB T2G 0K9

Application Process

Deadline: 25 August 2026

Applications will be reviewed on a regular basis, and suitable candidates may be contacted before the deadline.

Please send cover letter and resume to:

Caroline Becq
Sales Manager
HR@calgaryphil.com

A Police Information Check will be required from the successful candidate.

The Calgary Phil is committed to fostering an anti-racist, equitable, diverse, and inclusive environment and, as such, encourages qualified candidates from a diverse range of backgrounds.

If you require accommodation for the recruitment/interview process, please let us know so we can work with you to accommodate your needs.

We thank you for your interest in the Calgary Phil. Please note only shortlisted candidates will be contacted.

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