

EMPLOYMENT POSTING**Box Office & Audience Services Coordinator****Permanent, Full Time.****JOB DESCRIPTION:**

The Box Office & Audience Services Coordinator is a key front-facing role that supports Pacific Opera Victoria's patrons and ensures a welcoming, seamless experience across all points of contact. Acting as a first point of contact, this role provides concierge-style service while supporting ticketing, audience programs, and administrative operations.

Using Tessitura (a leading CRM system in the performing arts sector), the Coordinator supports ticket sales, event registration, patron communications, and data management.

Reporting equally to the Director of Marketing & Communication and the Box Office Manager, and working collaboratively across departments, this role supports the delivery of audience services and programs designed to increase attendance, engagement, and accessibility. The Coordinator contributes to marketing and box office initiatives, assists with campaigns, and helps maintain efficient systems and processes that support organizational goals.

ROLES AND RESPONSIBILITIES:

- Provide reception and front desk coverage, welcoming visitors and supporting daily office operations
- Process ticket sales, exchanges, and will-call distribution, and respond to patron inquiries with accuracy and professionalism
- Support the delivery of audience services before, during, and after performances, ensuring a welcoming, accessible, and safe experience for all patrons
- Coordinate audience programs such as the Opera Bus, Ticket Access Program, and School & Group Sales initiatives
- Draft and send patron communications, including event invitations and registration forms
- Answer questions about Pacific Opera's performances and activities, ticketing policies, accessibility, and artists, correctly and with confidence
- Coordinate annual acquisition calling campaign
- Assist with maintaining accurate patron records in Tessitura, including data entry and reporting support

- Assist with event coordination, including evening and weekend performances as required
- Participate in weekly team meetings
- Support general administrative tasks and collaborate with team members across departments
- Contribute to a positive and welcoming environment for patrons, artists, staff, and partners
- Constantly work towards improving the audience experience

QUALIFICATIONS:

- Post-secondary degree or equivalent experience in customer service, events, sales, marketing, arts administration, or other non-profit/community-based work;
- Passion for the performing arts;
- Strong verbal and written communication skills;
- Positive attitude and self-motivated;
- Good interpersonal skills, and courteous with staff, vendors, and partners;
- Excellent organizational skills with a keen curiosity, a willingness to learn, and strong attention to detail;
- Ability to work collaboratively as part of a team, and independently on project-based work;
- Fluency in English. Proficiency in a 2nd language is an asset;
- Ability to work periodically during weekends and evenings for events;
- Comfort with databases and standard office software (Microsoft Office); experience with Tessitura or similar CRM systems is an asset;
- Ideal candidate will be familiar with opera;
- A current BC driver's license and access to a reliable vehicle are assets; and
- Knowledge of not-for-profit and performing arts an asset

COMPENSATION AND BENEFITS:

- Salary range \$43,000 annually. 30 hours per week. The position requires some evening and weekend work, and hours will vary depending on the production and events schedule.
- Health and Dental group benefits plan 100% employer paid.

- Employer RRSP matching plan up to 5% employee salary.
- Three weeks of annual vacation leave per year. An additional week of compensating time off in lieu is provided between Christmas Day and New Year's Day, and reduced summer hours when possible.
- Maternity-parental leave top-up available.
- Dynamic, collaborative, and creative work environment.
- Stylish and accessible office and collaboration spaces.
- Professional development opportunities.
- Complimentary season tickets and invitations to special events.

ABOUT PACIFIC OPERA VICTORIA:

Pacific Opera Victoria is one of Canada's leading opera companies. Our vision is a world in which opera enriches the lives of everyone. Our mission is to create distinctive and inclusive opera experiences that inspire and engage artists and audiences.

We are guided by the values of Quality, Leadership, Innovation, Collaboration, Learning, Inclusivity, and Stewardship. We are committed to advancing equity, diversity, inclusion, reconciliation, and environmental responsibility in our organization and community.

Pacific Opera Victoria encourages applications from candidates of diverse backgrounds and lived experiences.

Please submit cover letter and resume electronically by the end of the day Monday, August 3, 2026

Include in Subject Header: Box Office & Audience Services Coordinator

Email to: jobs@pacificopera.ca

ATTN: Nicole Malcolm, Director of Marketing & Communications

Applications will be reviewed as received. The position will remain open until filled

We thank all applicants for their interest. Only candidates selected for an interview will be contacted.