

ORGANIZATION:

VSO School of Music Society

ORGANIZATION DESCRIPTION:

VSO School of Music

Founded 12 years ago the VSO School of Music is a 25,000 square foot state-of-the-art music school located adjacent to the Orpheum Theatre in downtown Vancouver. With a mission to enrich lives through the joy of learning, playing and performing the world's great music, the VSO SoM develops experiences that are accessible to all, regardless of age, ability, playing level or economic circumstances; and by nurturing creative and engaged members of society through achievement in the musical arts. The school serves all ages and abilities, from newborns through those revisiting music in their later years, as well as providing training to Canada's upcoming generations of performing artists. The School is proud to offer individual or group instruction by members of the Vancouver Symphony and other high-quality music educators.

The School also features an acoustically isolated performance theatre (Pyatt Hall) and Reception space which sees a wide-range of arts, entertainment, and corporate groups utilizing the space for performances, recordings, and special events.

WEBSITE: <http://vsoschoolofmusic.ca>

Vancouver Symphony Orchestra

Founded in 1919, the VSO is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO creates, curates, and connects irresistible musical experiences—performing 150+ concerts annually in its home, the Orpheum Theatre, as well as numerous venues throughout Metro Vancouver, and online. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. Maestro Otto Tausk is the Music Director.

JOB DESCRIPTION:

The Front Desk Attendant (FDA) sets the welcoming, professional, and courteous tone for the VSO School of Music. They serve as customer service representatives by assisting and providing a positive and welcoming experience for guests from the Lobby reception desk.

This is an entry level, casual position ideal for students looking for employment that fits around their School schedules. This is an excellent starting point for career progression in an arts admin and non-profit sector, and presents opportunities to network with industry professionals, musicians, and more.

With cross-training and special projects there can be increasing levels of responsibility with related pay scale.

RESPONSIBILITIES:

- Provide welcoming customer service to students, faculty, and guests
- Complete basic room booking tasks and manage access to rooms
- Accept and process payment for drop-in rental bookings and gift shop purchases
- Handle and direct enquiries to the appropriate administration staff member
- Communicate policies and guidelines regarding use of the studios and practice rooms
- Monitor School activities using the camera system as a tool for customer service and safety
- Conduct the Opening or Closing procedures of the facility
- Set up or strike rooms related to external rentals or group classes
- Monitor and respond to incoming registration enquiries
- Assist with Private Lesson and Group Class registration

REQUIREMENTS FOR SUCCESS:

- Previous training and experience in a customer service position
- Ability to engage with all guests in a positive and helpful manner to create a welcoming environment
- Strong attention to details with the ability to multi-task during busy periods
- Excellent communication skills and a proactive attitude
- Solid computer skills including the ability to use excel, word and outlook
- Ability to set-up and/or strike teaching and event resources like chairs, tables, and equipment

ADDITIONAL ASSETS:

- Experience working in a non-profit or educational setting
- Experience using a POS system or room booking engine
- Music training

Must be able to undergo a Criminal Record Check through the Vancouver Police Department and receive training on Emergency First Aid with CPR C (**Expenses covered by the School**)

Must be able to work with some flexibility to adjust scheduling or cover other staff's shifts as needed.

HOW TO APPLY:

Email your cover letter, resume, and 2 references to jobs@vsoschoolofmusic.ca. No phone calls or drop-ins please.

REMUNERATION:

\$17/hr