

About the VSO

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 VSO is one of a handful of orchestras worldwide that has its own music school: the VSO School of Music. 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 VSO's Music Director and the Artistic Advisor of the VSO School of Music.

About the VSO School of Music

VSO School of Music, founded in 2010, 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. With a roster of over 1900 students, 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 a 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.

Job Description

The Vancouver Symphony Orchestra (VSO) and VSO School of Music (SoM) are looking for a **Volunteer, Retail & Lottery Coordinator** to join the Marketing, Sales and Customer Service team. Reporting to the Vice President of Marketing & Sales, this role will collaborate with volunteers across both organizations to support performances and events, and coordinate the VSO's Gift Shop and Lottery initiatives. The successful candidate will demonstrate an ability to build strong relationships with volunteers and lead growth in our gift shop and lottery initiatives, generating revenue to support the VSO's artistic and education goals to serve communities across the Lower Mainland.

Key Responsibilities

Volunteer Coordination

- Develop recruitment strategies for attracting new volunteers to support in-person events and office duties at the VSO and SoM
- Grow and deepen engagement with volunteers across the VSO and SoM
- Communicate with volunteers about future opportunities and ensure that email lists are kept up to date
- Build strong relationships with volunteers and develop appreciation program, tracking hours and thank you vouchers
- Engage volunteer committee and support fundraising projects
- Provide training and support to volunteers
- Oversee in-office volunteers for administrative tasks and mailouts
- Organize volunteer appreciation events

Lottery Coordination

- Organize fundraising lotteries (50/50, cash prize, etc.) and meet or exceed annual revenue targets
- Develop marketing and promotional plan for lottery in coordination with marketing team
- Create weekly sales reports
- Secure lottery licenses
- Conduct prize draws, and coordinate with required staff and board members
- Secure donated prize items from community partners/sponsors

Retail Coordination

- Coordinate gift shop shifts for all VSO concerts at the Orpheum
- Curate and purchase items that resonate with VSO audiences of all ages
- Ensure popular items are in stock and coordinate inventory
- Deliver exceptional customer experiences to all shoppers and provide training to volunteers
- Ensure accurate tracking of sales and create weekly sales reports
- Meet or exceed annual revenue sales targets
- Ensure attractive visual merchandising of items
- Oversee and collaborate with Volunteer & Gift Shop Assistant
- Conduct annual inventory count before fiscal year end
- Growth area is creating an online VSO Gift Shop

- Coordinate beverage sales for Chamber Players concerts

Qualifications

- Previous sales and customer service experience is required
- Enjoys building relationships and meeting new people
- Previous experience managing lotteries is considered an asset but not required
- Previous retail and visual merchandising experience is an asset
- Strong verbal and written communication skills
- Motivated self-starter with strong organizational skills
- Familiarity with Microsoft Office (Outlook, Word, Excel) and PCs
- Access to a vehicle is an asset but not required

Hours

This is a full-time, permanent position of 35 hours per week, based at the VSO and VSO School of Music at 843 Seymour Street, and performance venues. Given the nature of this role supporting concerts and events, evening and weekend work is required.

Remuneration

\$50,000- \$53,000 annual salary.

Benefits

The VSO and the VSOSoM offer a flexible work environment, extended medical benefits available to full time employees, and other incentives and perks, including free tickets to select VSO performances.

What it's like to work here

The VSO and the VSO School of Music offer a fast-paced, creative, and strategically minded workplace environment. We are a group of music-loving arts administrators, with a passion for the performing arts, combined with business acumen, personnel management, and leadership, in a strong and collaborative environment. We are proud of the VSO's legacy in musical excellence and are working towards growing our

reputation as a world-class orchestra, with state-of-the-art teaching facilities, outreach programs, as well as a community of engaged, philanthropic fans.

The VSO and VSO School of Music offer hybrid working models, though given that we work in live performing events, we know that some evening and weekend work will be required on site.

The VSO and the VSO School of Music **value diverse perspectives, experiences and cultures and are committed to fostering an inclusive workplace.** We encourage applications for this position from members of all groups experiencing barriers to equity.

To Apply

Please email your resume and cover letter to **employment@vancouversymphony.ca**

Please include “Volunteer, Retail & Lottery Coordinator” in the subject line.

The VSO and the VSOSoM thanks all applicants for their interest, only those applicants selected for an interview will be contacted.