

## **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: VSO Teacher Service & Education Assistant**

Join our education team for an exciting opportunity to support the education and outreach initiatives of the Vancouver Symphony Orchestra. As a VSO Teacher Service & Education Assistant, you will engage with the community of teachers and educators, actively promoting and selling education tickets, and providing exceptional customer service. Your role will also involve coordinating events, managing communications, and supporting the development and implementation of new education projects. If you are passionate about music, education, and community engagement, we encourage you to apply and make a meaningful impact through the arts.

### **VANCOUVER SYMPHONY ORCHESTRA**

**Mailing Address:** 500—833 Seymour Street, Vancouver, BC V6B 0G4 tel 604.684.9100 fax 604.684.9264

**Location & Courier Address:** 500—843 Seymour Street, Vancouver, BC V6B 3L4 | [vancouverSymphony.ca](http://vancouverSymphony.ca)

**Responsibilities:**

- Liaison with teachers and educators, as the primary point of contact for ordering process and administration of education programs and events
- Actively sell education tickets by phoning and emailing local teachers and contacts.
- Respond to ticket inquiries in a timely and professional manner, for elementary school concerts, Symphonic Encounters, and other events through email and phone communications, and transferring accurate information to the Customer Service team for ticketing purposes.
- Serve as the primary point of contact for teachers and providing exceptional customer service
- Assist with administrative tasks of the department, including creating seat maps, day-of plans, and logistics.
- Be the contact person between VSO Customer Service and Teachers to create orders and invoices and insure a smooth payment process.
- Help prepare, organize, and disseminate education marketing materials, including regular newsletters and overseeing mailouts.
- Assist with messaging on the VSO Education website, newsletter, online learning platforms, and VSO social media.
- Assist in the administrative functions of the Education and Community Programs Department, including creating seat maps, day-of event plans and logistics
- Gather and analyze feedback from educators, students, and participants to improve and enhance educational programs.
- Assist in developing and implementing new education initiatives and projects
- Facilitate volunteer engagement for education events and activities
- Other duties as required

**Qualifications:**

- Associate's degree in music education, arts administration, or a related field or equivalent experiences
- Previous experience working in an educational or arts organization preferred
- Excellent organizational and communication skills
- Strong written and verbal communication skills
- Proficient in Microsoft Office Suite and other relevant software programs
- Ability to work independently and collaboratively in a fast-paced environment

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- Ability to multitask and manage competing priorities.

### **Remuneration**

- \$24.65/hr- \$25.85/hr based on experience
- 21 hours a week
- Dental and Medical Benefits
- This role is an onsite office position and the incumbent will be required to work from our VSO office
- We require all staff to complete a criminal record check that is part of the hiring process and we do not reimburse for the cost

### **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.

### **Benefits**

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

### **To Apply**

Please email your resume and cover letter to [employment@vancouverSymphony.ca](mailto:employment@vancouverSymphony.ca)

Please include VSO Education Assistant in the subject line.

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

### **Start Date:**

September 3, 2024

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**Application deadline**

Open Until Filled