



ARTS CLUB
ALIVE ON THREE STAGES

STANLEY
INDUSTRIAL
ALLIANCE
STAGE

GRANVILLE
ISLAND
STAGE

NEWMONT
STAGE AT THE
BMO THEATRE
CENTRE

Job Posting: Sales Systems Specialist

ABOUT US

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. The Arts Club Theatre Company produces professional live theatre at three locations - The Stanley Industrial Alliance Stage, Granville Island Stage and Production Shop and the BMO Theatre Centre as well as offering productions on tour throughout the province. The Arts Club Theatre Company offices, rehearsal halls, workshops, and theatres are all located on the unceded, ancestral and traditional shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

The Arts Club Theatre Company is in an exciting period of transition as we look ahead to a full production line up for the coming season. We are looking closely at how we practice theatre and believe the Arts Club should be a great place to work for all. We value determination, curiosity, creativity and comradery. We strive to provide a safe work environment, both physically and mentally, and we have made ongoing commitments to inclusion, anti-racism and anti-oppression. We want the stories we work together to tell to have nuanced and varied perspectives.

THE ROLE

Reporting to the Director of Marketing and Communications and working closely with the Manager of Database and Ticketing Systems, the Sales Systems Specialist is responsible for building and maintaining all Arts Club and rental ticketed events in the company's CRM database (Tessitura). This includes creating sales reports to be used by all facets of the company in the monitoring and planning of our season, promotion builds for sales initiatives, and technical support.

DUTIES AND RESPONSIBILITIES

- Build the Arts Club season, single ticket, rental, and development events including campaigns and appeals.
- Build and maintain promotional codes. Promotion of source codes to Tessitura lists.
- Innovate with the development of new sales reporting and data sets to increase patronage and revenue.
- Build sales reports for each production and maintain combined sales data records for analysis.
- Liaise with ticket sales and admin staff to identify and troubleshoot Tessitura issues to facilitate sales.
- Generate sales reports and reconciliations for rental clients.
- Research and develop data reports to assist in the sales of future productions and in audience feedback.

QUALIFICATIONS AND EXPERIENCE

- University degree or 3+ years of experience in marketing, sales analysis, or related field.
- Enjoys working with data.
- Ability to transform data into actionable insights.
- Strong proficiency in Excel is required.
- Knowledge of SQL and back-end experience in CRM databases.

ARTS CLUB THEATRE COMPANY
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A NOT-FOR-PROFIT REGISTERED CHARITY • NO. 11921 3551 R0001

- Exceptional communication skills and attention to detail.
- Ability to multitask and meet multiple deadlines in an open-office setting.
- A background in computer sciences and/or knowledge of Tessitura is an asset.
- An affinity for the performing arts is an asset.

SKILLS AND COMPETENCIES

- Analytical and result-oriented.
- High attention to detail.
- Excellent time management, planning, and organizational skills.
- Data analysis and presentations skills.

Start date: Immediate

Salary: \$55,000

Employment Type: Full Time

Current Benefits: Comprehensive benefits package including extended health and dental (after 3 months), vacation (starting at 3 weeks), up to 10 personal days, free tickets to Arts Club productions, and optional hybrid office-home work model

To Apply: Email your cover letter and resume to humanresources@artsclub.com

Application Deadline: Sunday, August 14, 2022

We thank all who express interest in this position; however, only those selected for an interview will be contacted.

The Arts Club is fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs; and we strongly welcome and encourage those who self-identify as coming from underrepresented communities to submit.

Access and inclusion are deeply important to us. For those who have barriers to access to any part of our process as laid out, please don't hesitate to reach out to us and we will happily work with you to create a process that is accessible to you.