



**ENDLESS
POSSIBILITIES**
on every
stage.

JOB POSTING

Sales Systems Specialist

We are seeking a talented, sales systems professional to join our team as the Sales Systems Specialist. The ideal candidate is experienced in ticket sales, customer data segmentation, and managing the technical systems that support these activities. They will have an analytical mindset, an aptitude for building and maintaining complex sales systems and data analysis, an ability to learn quickly, highly effective technical project management and creative problem-solving skills, excellent adaptability and strong attention to detail.

About Us

The Arts Club Theatre Company is Canada's largest year-round not-for-profit theatre company. The Arts Club offers the best in professional theatre and has staged over 650 productions. Arts Club is grateful to have our offices, rehearsal halls, workshops, and theatres on the unceded, ancestral and traditional shared lands of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tseil-Waututh) Nations.

We are British Columbia's largest non-profit cultural employer- hiring more than 500 artists, staff, and crew to stage up to 20 shows annually. We educate and cultivate students and theatre lovers of all ages—over 2,500 people engage in our education and professional development programs annually. We support artists and other arts organizations through professional engagement activities, believing firmly that an investment in the industry benefits all. We are a major economic driver in the areas surrounding our venues—our theatres attract a quarter million theatre patrons to dine and shop in the South Granville, Olympic Village, and Granville Island neighbourhoods.

Who Are We?

We are scrappy, ingenious trailblazers who create powerful, intimate artistic experiences that make you feel fully alive.

What Is Our Purpose?

To make our community come alive.

What Is Our Vision?

A world where vibrant communities are shaped by stories that inspire connection and vitality in us all.

Our Values

- ❖ **Determination:** We have the drive to continue to move forward, with a respectful nod to our tenacious past and a fearless embrace of our future. It is through this forward momentum that we ensure we are the artistic leaders of our community.
- ❖ **Curiosity:** We have a strong desire to know more; about ourselves, our art, and our patrons. This spirit is reflected in our willingness to make room for diversity of thought. This exploration of different viewpoints and ideas is reflected in our engagement with each other, with our art, our peers, and our community.
- ❖ **Creativity:** We use our imaginations to explore our artistic practice and champion innovation in all the work that we do. We believe in the depth of our local talent and use our resources to showcase it.
- ❖ **Comradery:** We interact with each other with good-fellowship and levity. Our spirit of generosity and warmth is seen in our empathy towards each other, our artists, our patrons, and our community. This allows us to embrace differences and makes us stronger.
- ❖ **Safety:** The health and well-being of each other and our community informs our work and creates a safe, inviting, and inclusive space for all who enter and interact with us. We commit to constantly review our practices to ensure they are anti-racist and non-discriminatory. We are fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs.

We also 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.

JOB SUMMARY

The Sales Systems Specialist reports to the Director of Marketing and Communications, works closely with the Manager of Database and Ticketing Systems, and supports functions of various departments across the company. The Sales Systems Specialist is responsible for building and maintaining all Arts Club and rental ticketed events in the company's CRM database (Tessitura) and sales API's (Adage) and dynamic pricing automation (Digonex). The role is also responsible for building and maintaining internal systems for data reporting, primarily Tessitura Analytics and 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 and maintain all ticketing and tracking elements for Arts Club subscription, single ticket, rental, and fundraising, and education events, including promotional codes and offers. Act as project manager delegating tasks to other team members as needed, and ensuring projects remain on target.
- Build and maintain production seat maps for multiple venues and seating configurations.
- Build, maintain, distribute, and revise sales reports for each production as well as overall campaign progress dashboards.

- Research and develop data reports to assist in the sales projections of future productions, including historical sales records for analysis.
- Assist with reporting analysis and propose data-driven recommendations based on insights when appropriate.
- Innovate and develop new sales reporting and data sets to help increase patronage and revenue.
- Participate in the API development and maintenance team with Marketing Manager and Database Manager.
- Train and support team members on data extractions process through Tessitura for direct mail, email, and other data segmentation campaigns and reports.
- Generate sales reports and reconciliations for the Facility Sales & Rentals Manager.
- Liaise with ticket sales and admin staff to identify and troubleshoot system issues that impact sales.
- Provide sales systems troubleshooting for all departments as required
- Support other departments, including Development, Education, and Guest Experience with data analysis and Tessitura systems implementations.
- Liaise with finance to streamline and optimize revenue sales reporting.
- Liaise with external consultants to support ongoing reporting development projects on Google Analytics and other reporting/data analysis platforms.

SKILLS AND COMPETENCIES

- Strong project management skills are essential, especially in prioritizing technical requests and transforming functional needs or problems into an action plan and then delivering solutions within reasonable time constraints.
- Strong proficiency in Excel is required.
- Exceptional communication skills and attention to detail.
- Ability to multitask and meet multiple deadlines in an open-office setting.
- Analytical and results oriented.
- High attention to detail.
- Excellent time management, planning, and organizational skills.
- Data analysis and presentations skills.
- Intermediate design skills (Adobe CC, Illustrator) are an asset.

QUALIFICATIONS

- Post-secondary degree or 3+ years of experience in marketing, sales analysis, or related field.
- Enjoys working with data.
- Ability to transform data into actionable insights.
- Knowledge of SQL and back-end experience in CRM databases.
- A background in computer sciences and/or knowledge of Tessitura and sales API's such as Adage are assets.
- An affinity for the performing arts is an asset.

BENEFITS

- Employee Benefit Plan: Extended Health Care, Dental Care, Life, AD& D & LTD Insurance.
- Vacation time starting with 15 days per year.
- 5 paid sick days off per calendar year.
- 5 additional paid personal days per calendar year, prorated in first calendar year for portion of year worked.

- In addition to statutory holidays, the Arts Club is closed on Easter Monday, Christmas Eve and Boxing Day.
- 4 Complimentary tickets to every production.
- Invitation to dress rehearsals.
- Invitation to first rehearsal, and other artistic initiatives.
- Discount on all bar and concession items in our venues.

ADDITIONAL DETAILS

Salary: \$55,000–58,000 per annum.

Employment Type: Full-time at 40 hours per week, typically to be worked on a regular schedule of office hours between 9am and 5pm with some flexibility permitted.

Expected Start Date: As soon as possible

How to apply?

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.

If this role sounds exciting and you'd like to learn more, please send your resume and cover letter to humanresources@artsclub.com with the subject: **Sales Systems Specialist** – Arts Club Theatre Company.

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.

To enhance accessibility, you are also welcome to submit your application in one of the following formats: Word Document, PDF Document, Audio File, Video File, request a face-to-face Zoom application process, or suggest a format that is more accessible to you.

Application Deadline: Open until filled.

We thank all who express interest in this position; however, only those selected for an interview will be contacted. The Arts Club Theatre Company is an Equal Opportunity Employer and hiring decisions are based solely on the merits of the candidates and needs of the "Society".