

PATRON SERVICES REPRESENTATIVE



Scope: Part-Time, 10-20 hours/week

Post Date: July 9, 2026

**“Music is the language of the spirit. It opens the secret of life bringing peace, abolishing strife.”
-Kahlil Gibran**

Do you enjoy helping people feel welcome, informed, and excited about live music? Are you organized, detail-oriented, and comfortable supporting customers by phone, email, and in person? Are you looking for an opportunity to be part of a small, energetic team at one of Canada’s most storied performing arts organizations? If so, we would love to hear from you.

At the Regina Symphony Orchestra (RSO), every patron interaction matters. From helping a longtime subscriber renew their seats, to welcoming a first-time concertgoer, to supporting the smooth day-to-day operations of the office, our box office and patron services team plays an essential role in the concert experience.

As we continue to grow our audience, expand our community impact, and strengthen our internal systems, we are seeking 1-2 part-time Patron Services Representatives to provide excellent front-line service to RSO patrons, donors, and community members, while also supporting general office administration.

ABOUT THE REGINA SYMPHONY ORCHESTRA

Founded in 1908, the Regina Symphony Orchestra is a cornerstone of the cultural landscape in Saskatchewan and one of Canada’s longest-standing orchestras. Performing at the Conexus Arts Centre, Darke Hall, and in venues across the province, the RSO presents a wide-ranging season of concerts - from classical masterworks to smashing pops to film scores, chamber music, and community-based performances.

In addition to our concert season, the RSO is deeply invested in education and outreach. Through school programs, library concerts, and partnerships with local organizations, we bring music into classrooms, hospitals, and underserved communities throughout Regina and across southern Saskatchewan. The orchestra consists of a full-time core of professional musicians and a vibrant cohort of per-service players, guest artists, and collaborators.

The RSO is entering a period of creative renewal, strategic expansion, and increased engagement, making this an exciting time to join our team.

PATRON SERVICES REPRESENTATIVE



POSITION SUMMARY

The Patron Services Representative is responsible for the front-line support of RSO audience members and donors in the box office, as well as general office management. This position will work closely with, and report directly to the General Manager.

KEY RESPONSIBILITIES

Patron & Donor Services:

- Provide high quality customer service to RSO patrons and donors in person, telephone, and email.
- Sell, exchange, and distribute tickets and subscriptions for patrons and a variety of RSO supporters and partners
- Work closely with the General Manager to provide support for all box office projects and initiatives
- Act as a Front of House representative at RSO concerts during the season
- Perform general office administrative duties and tasks and general support to the RSO team

QUALIFICATIONS AND SKILLS

The ideal candidate will be friendly, organized, detail-oriented, and comfortable working with patrons, donors, volunteers, artists, and colleagues in a busy, vibrant office and concert environment.

Qualifications and skills include:

- Excellent customer service and communication skills, with a warm and professional manner in person, by phone, and by email
- Strong organizational skills and attention to detail, including the ability to manage multiple tasks and follow through accurately
- Comfort working with ticketing systems, CRM databases, payment processing systems, or other customer/donor databases; training will be provided
- Proficiency with Microsoft Office
- Ability to work independently, take initiative, solve problems, and ask questions when needed
- Ability to work collaboratively as part of a small, energetic team
- Comfort handling confidential patron, donor, and payment information with discretion and care
- Previous experience in customer service, box office, arts administration, retail, hospitality, reception, office administration, or a related field is an asset
- Interest in the performing arts, live events, community engagement, and/or orchestral music is an asset
- Knowledge of Regina's arts and culture community is an asset
- Availability to work some evenings and weekends for concerts and events during the season

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Additional General Requirements Include Your Agreement To:

1. Provide the RSO a Criminal Record Check (and every 36 months thereafter).
2. Read and understand the RSO's Health and Safety Protocols.
3. Work some evenings and weekends.
4. Reside within a reasonable commuting distance to/from Regina due to the onsite nature of the work.

BENEFITS OF JOINING THE RSO TEAM:

- Professional Growth: Collaborate with a world-class orchestra and connect with Canada's leading musicians, enriching your professional journey.
- Complimentary Tickets: Enjoy staff complimentary tickets RSO concerts and performances.

Hourly Wage: \$18/hour

TO APPLY

Please submit a cover letter and resume (PDF format) to sdeason@reginasymphony.com. Applications will be reviewed on a rolling basis. While we thank all applicants for their interest, only those selected for an interview will be contacted.

If you are unsure whether your experience matches every requirement above, you are encouraged to apply. The RSO values diversity and welcomes individuals with unique backgrounds, experiences, and perspectives.