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## **Assistant Manager, The Leading Note**

The Leading Note is Canada's classical print music specialist. The store opened in 1999 and developed into what is now Ottawa's classical music hub. Over the last few years, its customer base has grown geographically throughout Canada via its vibrant online store.

The Assistant Manager reports to the Manager of The Leading Note and will be working with The Leading Note's committed owners and team. This position is multi-functional and involves a diverse range of responsibilities. This part-time position is long-term and may evolve over time. This employee will play a key role in the growth of both on-line and in-store aspects of the business.

### **Responsibilities:**

#### **Customer service and Special Orders: (70%)**

- Research print music requests
- Organize and oversee receipt of special orders
- Communication with customers (by e-mail, phone, and in-person)
- Maintain customer e-mail address book
- Direct customer service as needed
- Other related duties, including occasional staff training and HR responsibilities

#### **Shipping: (25%)**

- Manage all shipping of orders
- Manage all on-line orders
- Prepare customer invoices

#### **Book keeping: (5%)**

- Enter supplier invoices into accounting program

## Qualifications:

### Essential:

- Classically trained musician
- Passion for and knowledge of classical music
- Self-starter, strong initiative
- Excellent English language communication skills
- Computer skills with advanced knowledge of Microsoft Office and extensive experience with spreadsheet and design software e.g. Excel, Publisher
- Ease with using Social Media (e.g. Facebook and Twitter)
- Familiarity with the Royal Conservatory of Music's (RCM) curriculum
- Excellent multi-tasking ability and exceptional organizational skills
- A sense of humour!

### Desirable:

- Music/arts administration/librarian background
- Retail experience
- Knowledge of print music publishing
- Experience using Simply Accounting software
- French and other languages

**Job location:** The Leading Note music store is located on Elgin Street in downtown Ottawa. All work is performed on-site.

**Compensation:** The Assistant Manager is a part-time position of 20 hours per week (four hours per day from Monday to Friday), starting January 6th. The salary range will be in line with experience. A performance review will take place after the first month and after the three month probation period.

### Application Process:

Please submit a brief letter of introduction (one page) and résumé by email to [info@leadingnote.com](mailto:info@leadingnote.com) by December 12<sup>th</sup>, 2013. (Please do not make telephone enquiries.)

Information about The Leading Note music store can be found on-line at [www.leadingnote.com](http://www.leadingnote.com).

The Leading Note appreciates the effort that goes into every application, but will only respond to those individuals who are called to interview.