

# CAREER OPPORTUNITY

AT&T  
PERFORMING  
ARTS  
CENTER

**Title:** Ticket Services Agent – Part-time position

**Department:** Ticket Services

**Reports to:** Call Center Manager

**Location:** Dallas

**JOB SUMMARY:** This position performs exemplary sales and customer service for patrons of the AT&T Performing Arts Center and its partners through inbound telephone sales and day-of show box office functions.

**Position Responsibilities (include but are not limited to):**

- Support the day to day ticketing and sales operations of the Center and its partners in the Center's facility box offices and call center.
- Communicate effectively and maintain high standards of customer service during sales transactions
- Respond to patron inquiries regarding event seating, ticketing, parking and general concerns during the sales process
- Reserve seats; process cash, checks, credit card payments; print and distribute tickets to events using Tessitura ticketing software. Assist with ticket fulfillment as needed.
- Stay informed of Center events in order to answer inquiries to the fullest extent possible. Promote upcoming events and "cross sell" patrons; assist with daily box office responsibilities as required.
- Balance cash drawers and credit card batches and assume responsibility for monies collected during shift.
- Enter new patron's information into the database following policies and procedures established by the Center and update existing patron information as necessary.
- Maintain a positive, upbeat and professional demeanor
- Assume other duties and responsibilities as required

**Education and Experience:**

- High school graduate or higher
- Excellent communication skills a must
- Prior knowledge of ticketing, retail operations, call center operations or similar work environment preferred as is an interest and appreciation for the performing arts
- A minimum of two years comparable work experience in the above areas
- Must be able to pass pre-employment background-screening

**Skill Set:**

- Basic computer skills including Microsoft applications, typing skills and keyboard familiarity. Skill with *Tessitura* computerized ticketing system a plus

- Excellent verbal and listening skills are critical as is the ability to work well under pressure
- Pleasant clear speaking voice, professional demeanor and appearance
- Ability to work a flexible, non-typical schedule including weekends, evenings and holidays
- Bi-lingual skills preferred

AT&T Performing Arts Center is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.

**For immediate consideration, send cover letter, resume and salary requirements.**

**By Email:** careers@attpac.org  
**By Mail:** Human Resources AT&T Performing Arts Center  
2100 Ross Ave., Suite 650 - Dallas, TX 75201

**About the AT&T Performing Arts Center:**

The Center is a nonprofit foundation that operates and programs three premier performance venues and a 10-acre park for music, opera, theatre and dance in the heart of downtown Dallas. The Center also makes performance art accessible to local students through its education program, Open Stages. Opened in October 2009, the Center helped complete the 30-year vision of the Dallas Arts District.

The Center's Resident Companies are: The Dallas Opera, Dallas Theater Center, Dallas Black Dance Theatre, Texas Ballet Theater and Anita N. Martinez Ballet Folklorico. The Center also has a partnership with TITAS, the premier performing arts presenter in Dallas.

**The Center's mission is:**

*To provide a public gathering place that strengthens community and fosters creativity through the presentation of performing arts and arts education programs. We accomplish our goals by maintaining a welcoming campus with state-of-the-art venues; by providing support and services for the AT&T Performing Arts Center and its resident companies; by presenting renowned regional, national, and international performances; and by offering innovative, diverse and widely accessible arts and education programs.*

**The Center features the following:**

- Margot and Bill Winspear Opera House
- Dee and Charles Wyle Theatre
- Annette Strauss Square
- Elaine D. and Charles A. Sammons Park
- Two underground parking structures accommodate a total of 850 vehicles.

More information on the AT&T Performing Arts Center is available at [www.attpac.org](http://www.attpac.org).