

CAREER OPPORTUNITY

AT&T
PERFORMING
ARTS
CENTER

Title: Call Center Telemarketing Manager

Department: Ticket Services

Reports to: Associate Director of Ticket Services

Location: Dallas, Texas 75201

JOB SUMMARY: The AT&T Performing Arts Center Call Center Telemarketing Manager will be responsible for working with the Associate Director of Ticket Services to design and implement a year-round outbound telemarketing call center designed to drive subscriptions sales for the Center's various program offerings (i.e. Broadway, classical music, dance) and membership contributions. Once the call center is active the manager will be responsible for managing the operation of the team and ensuring sales goals are achieved.

ESSENTIAL JOB FUNCTIONS:

- Ability / experience building new sales call center including:
 - Hiring Sales Representatives
 - Design, develop and implement a training program for Sales Representatives
 - Goal setting
 - Technology and sales process/reporting implementation
 - Lead tracking and management processes
 - Rewards and recognition programs
 - Incorporating new team into previously established department
- Manage a team of 7 -10 Sales Representatives to deliver expected sales results by making outbound calls to established lead lists of prior customers.
- Supervision and continuous development of Call Center Sales Team, including hiring, training, scheduling using web based application, counseling, disciplinary actions and evaluating performance; setting daily, weekly and monthly sales goals and directing work assignments to ensure effective departmental operations.
- Understand, adhere to and promote the trained sales process.
- Conduct daily sales action planning meetings with team and individual Sales Representatives to communicate status of current projects and to identify trends or needs within the call center and the company.

- Continuously review and take appropriate action to improve or highlight representative statistics, including: outbound dials made, total sales and conversion rates.
- Review development needs for Sales Representatives and develop individual plans for improvement, growth and/or career progression.
- Ensure proper resolution to escalated patron concerns and document resolution appropriately.
- Identify opportunities and present logical solutions for business, process and system improvements.
- Workforce management, including productivity, forecasting, analysis of shift patterns and their impact on service levels.

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability to achieve sales goals through the management of individual performance objectives and accountabilities including service metrics for speed, efficiency, sales, lead generation and quality of customer experience
- Must have the skills and abilities to identify developmental deficiencies and create plans to address the deficiencies
- Strong planning, communication, organization, time management and leadership skills are critical as well as a desire to provide superior customer service to both internal and external customers
- Proven decision-making and problem- solving abilities
- Strong presentation and facilitation skills with the ability to motivate and engage others
- Knowledge and experience with call center software preferred (ACD, CRM, Quality monitoring, etc.)
- Ability to foster team environment and engagement of associates
- Proven track record in achieving sales, productivity and employee turnover metrics on consistent basis
- Intermediate knowledge of ticket operations; experience with Tessitura ticketing system a plus
- Intermediate computer skills including Windows, Microsoft Office, and prior web based software use
- Professional demeanor and appearance as well as the ability to work well under pressure
- Ability to work a flexible, non-typical schedule including weekends and evenings
- Interest and appreciation for the performing arts is a definite plus
- Must be able to pass pre-employment background-screening

EDUCATION & EXPERIENCE REQUIRED:

- 5+ years of sales experience in an outbound call center environment
- 3 -5 years management experience, in an outbound call center environment
- Bachelor's degree 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 AT&T Performing Arts 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. Opened in October 2009, the Center helped complete the 30-year vision of the Dallas Arts District.

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.

The Center's culture is to focus on the values that guide its people's actions. The Center's Core Values are to passionately pursue our mission by being:

Achievement Focused - Committed to the advancement and cultivation of the Performing Arts in Dallas

Community Minded – Actively fostering and participating in meaningful community interactions

Customer Service Driven – Dedicated to the service of internal and external constituents so that all want to return

Flexible – Willing to change to achieve results

Audiences enjoy the best and most recent from Broadway; the finest in world dance and music co-presented with TITAS; top concerts, lectures and performers with Center Presents; and a five-year undertaking to present The Complete Works of William Shakespeare. The Center also presents a wide range of free programming for audiences from every part of Dallas, including Patio Sessions concerts, Sunset Screenings, Local Motion fitness programs and Studio 2403, dance classes in Sammons Park. The Center makes performance art accessible to thousands of local students through its education program, Open Stages. Through a variety of special programs and benefits, the Center's members and volunteers are able to become involved and engaged in the arts.

Five esteemed resident companies utilize the Center's performance spaces: Anita N. Martinez Ballet Folklorico, Dallas Black Dance Theatre, The Dallas Opera, Dallas Theater Center and Texas Ballet Theater. These performance spaces are some of the finest venues in the world, designed by internationally acclaimed architectural firms:

- Margot and Bill Winspear Opera House, designed by Foster + Partners of London, is a stunning 2,200 seat venue wrapped in red glass with outstanding acoustic performance halls.

- Dee and Charles Wyly Theatre, a 575-seat theatre with a distinctive aluminum exterior, is home to one of the most versatile stages in the world designed by REX/OMA, Joshua Prince-Ramus (partner in charge) and Rem Koolhaas.
- Elaine D. and Charles A. Sammons Park, an urban park designed by Michel Desvigne with native plants and grasses, landscaped lawns, performance spaces, a reflecting pool, and an Information Center by Foster + Partners.
- Annette Strauss Square, an open-air entertainment venue with lawn and patio seating for 2,000 designed by Foster + Partners, under a starlit sky and surrounded by the downtown skyline.

For more information on the AT&T Performing Arts Center, to become a member, or to make a donation, visit www.attpac.org.