

CAREER OPPORTUNITY

AT&T
PERFORMING
ARTS
CENTER

Title: Ticket Services Agent – Part-time position

Department: Ticket Services

Reports to: Call Center Manager

Location: Dallas Arts District

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 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.