

CAREER OPPORTUNITY

AT&T
PERFORMING
ARTS
CENTER

Title: Group Sales & Telemarketing Manager

Department: Ticket Services

Reports to: Director of Ticket Services

Location: Dallas, Texas 75201

JOB SUMMARY: The person in this high profile position will lead and manage a full time group sales team of 2 and a part time telemarketing team of 4-6. The Manager will set the strategy, develop tools and motivate his/her staff to meet goals for each show and product line with a significant focus on the Broadway series. He/she will develop new business and cultivate current relationships to secure Broadway series subscriptions and group sales of 10-15+ for specific shows, through outbound phone solicitations, mail, e-mail, face to face sales meetings, presentations, and events pre/post performance. Must be a highly driven self-starter who uses his/her creativity, passion and sales experience to achieve sales goals. Salary is commensurate with experience and includes an incentive compensation plan.

ESSENTIAL JOB FUNCTIONS:

- Meet or exceed sales goals
 - Group Sales - 10%+ of total gross sales for each Broadway Series production
 - Telemarketing – \$400K+ in Broadway Series subscription revenue
- Workforce and performance management; hiring, training, goal setting, coaching and counseling
- Sales, productivity, and commission reporting; lead tracking and lead segmentation
- Development of group sales advertising and marketing plans as well as setting the annual budget
- Prepare and deliver sales presentations; regularly attend performances to cultivate relationships
- Set daily, weekly and monthly goals and direct work assignments to meet sales goals
- Conduct weekly sales action planning meetings with team to review and take action to improve or representative statistics, including: outbound dials made, total sales and conversion rates
- Maintain contact with CVB's and industry management companies to generate leads, continuously educate, train and motivate sales staff to exceed sales goals

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong presentation and facilitation skills with the ability to motivate and engage others
- Demonstrated ability to achieve sales goals through the management of individual performance; including service metrics for speed, efficiency, sales, lead generation and quality of the experience
- 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
- Ability to work a flexible, non-typical schedule including weekends and evenings, as required
- Intermediate computer skills including Windows, Office, and other web based software
- Professional demeanor and appearance as well as the ability to work well under pressure
- Interest and appreciation for the performing arts is a must

EDUCATION & EXPERIENCE REQUIRED:

- 7+ years of sales experience in a Group Sales and/or Telemarketing environment
- 5+ years of management experience
- 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
700 North Pearl Street, Suite N1800 - 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 Folklórico, 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.