

CAREER OPPORTUNITY

AT&T
PERFORMING
ARTS
CENTER

TITLE: TICKET SERVICES AGENT – PART-TIME POSITION

Department: Ticket Services
Reports to: Ticket Services Manager
Location: Dallas Arts District

This position is the perfect fit for those passionate about the performing arts and this role provides sales and customer service support for patrons of the AT&T Performing Arts Center in an inbound call center environment. Ticket services agents sell tickets to performances and provide customer service to fellow theatre-lovers. Candidates must be able to work approximately twelve to sixteen plus hours per week, dependent upon business needs. Scheduled shifts are generally three to six hours in length and we are seeking candidates who have the ability to work on the weekends and provide some weekday or evening availability throughout the week in our 7-day operating environment.

We offer free covered parking and complimentary tickets to select performances! The position starts at \$10/hr. with an eligible increase to \$10.50/hr. after ninety days of success in the position.

Position Responsibilities (include but are not limited to):

- Support the day-to-day ticketing, sales and customer service operations of the Center and its partners in the inbound ticket services center, venue box offices (on campus and off) and the Winspear reception desk.
- Respond to phone, chat and in-person inquiries regarding events, tickets, directions, website navigation/use, parking and customer service.
- Communicate effectively and maintain high standards of customer service with each interaction.
- Reserve seats/exchange seats; process and balance cash, checks and credit card transactions.
- Print and distribute tickets to events using Tessitura ticketing software.
- Accurately enter patron information into the database following policies and procedures established and update existing patron information as necessary.
- Maintain customer service focus and professional demeanor.
- Other duties and responsibilities as required.

Education and Experience:

- High school graduate
- Superior communication skills a must; both over the phone and in person
- Box office, ticketing, retail, call center, customer service, sales or similar work experience

Knowledge, Skills and Abilities:

- Basic computer skills; including, but not limited to typing, website navigation and e-mail
- Excellent track record of attendance and timeliness
- Tessitura computerized ticketing system knowledge 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
- Bilingual skills a plus

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 a 10-acre campus comprised of three premier performance venues and a park in downtown Dallas. Audiences enjoy the best and most recent from Broadway and off-Broadway; the finest dance companies from across the globe co-presented with TITAS Presents; and top concerts, performers and cutting-edge speakers. Thousands of students explore and more deeply experience the arts through the Center's education program, Open Stages. The Center also offers free programming for audiences from every part of the community.

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.

The Center's five resident companies are among the city's leading arts institutions: 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.