

# CAREER OPPORTUNITY

AT&T  
PERFORMING  
ARTS  
CENTER

## TITLE: TICKET SERVICES AGENT – SEASONAL PART TIME POSITION

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

This temporary, seasonal position is the perfect fit for those with customer service and/or sales experience who are passionate about the performing arts. Seasonal ticket services agents sell tickets to performances and provide customer service to fellow theatre-lovers.

The position pays \$10.00/hr. and will last approximately 6 - 8 weeks ending on January 1<sup>st</sup>.

We offer a variety of shifts between the hours of 9:45 a.m. to 8:30 p.m., 7 days a week and seek candidates who can work a minimum of 20 hours per week. Our most desirable candidates should have the flexibility to work between 20 – 30 hours per week, including Saturday and Sunday. Agents will not be scheduled to work after 4:00 p.m. on Christmas Eve and we are closed on Christmas Day.

While this position is seasonal, successful seasonal ticket services agents are encouraged to apply to join our team, as a regular part time ticket agent, as positions become available.

We offer free covered parking and complimentary tickets to select performances for our seasonal ticket services agents!

### **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 and venue box offices (on campus and off).
- 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:**

- 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](mailto: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

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.

Designed by internationally acclaimed architects, the Center's campus includes the Margot and Bill Winspear Opera House, Dee and Charles Wily Theatre, Annette Strauss Square, and Elaine D. and Charles A. Sammons Park are some of the finest performance venues in the world.

For more information about the AT&T Performing Arts Center and to purchase tickets, become a member, or make a donation, visit [www.attpac.org](http://www.attpac.org).