

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
- Bilingual skills a plus
- 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

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; 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 Wyle Theatre, Annette Strauss Square, and Elaine D. and Charles A. Sammons Park are some of the finest performance venues in the world.