

TBT TEXAS BALLET THEATER

Hiring Company Name: Texas Ballet Theater
Hiring Company Industry: Performing Arts
Position Title: **Subscriptions Coordinator**
Reports To: Manager of Ticketing and Patron Services
Location: DFW Metroplex

The mission of Texas Ballet Theater (TBT) is to create, present and tour world-class ballet, from classical to cutting-edge, and promote its appreciation, accessibility, and technical mastery among students, pre-professionals, and audiences of all ages. We are honored to be the only arts organization to serve as resident company for both leading performance venues in Dallas and Fort Worth – the Winspear Opera House and Bass Performance Hall.

Our internationally recognized Company is built on a rich 55-year history, and boasts a repertoire that is creative, artistically expressive and collaborative.

SUMMARY

The **Subscriptions Coordinator** is a point of contact for outstanding patron service, providing a high quality experience for all patrons from initial contact through the building of an ongoing and repeat relationship. This position is responsible for accurate ticket and seating processing, handling, distribution, reconciliation and documentation of all subscription and ticket sales. The ideal candidate will possess superior customer service experience and phone skills, preferably within performing arts organizations of comparable size and scope. This is a full time, non-exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Reporting to the Manager of Ticketing and Patron Services, the Subscriptions Coordinator is an action-oriented position responsible for handling daily patron services communications in regard to Texas Ballet Theater's subscription and ticketing sales program.

Subscription Coordination

- Develops and fosters relationships with community organizations and business to increase subscription sales and special promotions.
- Stewards subscribers with a focus of sustaining subscription renewals and upgrading subscription packages to increase sales.
- Organizes and tracks subscription sales and works closely with the Artistic staff to promote patron enhancement experiences (i.e. Tutu Talks and post show lectures).
- Manages and tracks donation requests solicited from subscription and ticket sales.

Patron Services

- Participates in outbound calling to renew subscriptions and promote ticket sales.
- Develops, maintains and models a superior level of customer service for all patrons.
- Utilizes leads to contact patrons to sell Texas Ballet Theater performances and subscriptions.
- Maintains a positive and professional demeanor during all patron interactions.

- Supports the daily ticketing and sales operations of the Box Office.
- Stays informed of all Ballet events and opportunities and “upsells” as appropriate.
- Responds to inquiries regarding event seating, ticketing, parking, and general concerns.
- Reserves seats, processes payments; prints and distributes tickets using Tessitura ticketing software.
- Enters new patron information and updates existing information following Texas Ballet Theater policies.
- Assumes other duties and responsibilities as required.
- Acts as an advocate for patron services throughout the organization.
- Supports patrons with ADA needs.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

High School Diploma or GED. Experience with POS system and prior experience in ticketing or the box office environment preferred.

LANGUAGE SKILLS

Ability to read and interpret documents such as procedure manuals, ticketing instructions, safety rules and operating instructions. Ability to write routine reports and correspondence. Ability to speak effectively on the telephone and in person either one on one or in front of groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of database software; internet software; order processing systems; spreadsheet software and word processing software, i.e., MS Word and Excel, and ticketing software (preferably Tessitura). Knowledge of CRM software preferred.

OTHER SKILLS AND ABILITIES

- The Subscriptions Coordinator must be able to manage difficult and/or emotional patron situations, researching and resolving part
son issues to ensure the highest level of patron service and satisfaction.
- Must have an open mind and be adaptable to change; able to develop and implement new procedures and policies; agile enough to take on new responsibilities.
- The capacity to manage multiple projects with competing deadlines in a fast-paced, deadline-driven, detail-oriented environment.
- Excellent verbal and written skills in order to communicate courteously and effectively with patrons. Strong customer relations skills and ability to work well with all levels of staff and patrons.
- Knowledge of Americans with Disabilities Act (ADA) compliance in order to establish guidelines for proper procedures for patron needs (special patron seating, hearing impairment, wheelchair access, etc.); sensitive to the needs of all patrons.

- Ability to move through strict computer processes quickly and efficiently, while talking with customers on phone and in person.
- Results oriented; meets commitments.

APPEARANCE AND GROOMING

All staff members are required to follow the guidelines set forth by the employee handbook.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of responsibilities, duties and skills required for the position. All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of other employees. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will basis.

PHYSICAL DEMANDS / WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and sit. The employee is required to use a telephone and computer simultaneously. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

HOW TO APPLY

To apply, send resume via email to jill@texasballet.org.

No phone calls please.

Texas Ballet Theater is an equal opportunity employer.