**Company:** Texas Ballet Theater

**Position Title:** Assistant Ticketing Manager, Full Time, Non-Exempt

**Supervisor:** Manager of Ticketing and Patron Services

**Location:** DFW; Hybrid/ In person on Tues, Weds, Thursdays at offices located in Fort Worth, TX

**Organization Overview**

Texas Ballet Theater (TBT) creates, presents, and tours world-class ballet, from classical to cutting-edge and promotes its appreciation, accessibility, and technical mastery among students, pre-professionals and audiences of all ages. We are proud to be the only arts organization to serve as a resident company for world-class performance venues in Dallas and Fort Worth – the AT&T Performing Arts Center and Nancy Lee and Perry R. Bass Performance Hall. Our internationally recognized Company is built on a rich 62-year history and boasts a repertoire that is creative, artistically expressive, and collaborative.

Texas Ballet Theater is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. TBT is committed to equality and social justice. We commit to a safe space for LGBTQIA+ Communities.

**What we have to offer you**

* Benefit package which includes health insurance, time off benefits and matching 403b (within allowable limits).
* A respected and successful company.
* Being a part of the arts while investing in the Fort Worth and Dallas communities.
* A leadership team dedicated to students and dancers, to achieving the mission
* Full time, 40 hours per week Monday-Friday schedule except during performance and event weeks which require evenings and weekends. .
* Some overtime may be required during, up to, and including performance weeks.

**About your Manager**

* Reports to the Manager of Ticketing and Patron Services
* Guidelines and values aligned with Texas Ballet Theater are provided encouraging independent decision making
* Questions are encouraged
* Work is busy and varied and can be challenging at times

**Department Description**

The Ticketing and Patron Service Departmentprovides a high quality experience for all Texas Ballet Theater patrons from initial contact through the building of, and ongoing, relationships. This position participates in the day-to-day box office activities associated with selling tickets, ensuring data accuracy and superior customer service. The department is responsible for accurate ticket and seating processing, handling, distribution, reconciliation and documentation of all subscription and single ticket sales. TBT is in the business of presenting arts and entertainment. To that end, all employees understand and accept that evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances regularly.

**Attributes Needed to Be Successful**

**Leadership:** Ability to foster a collaborative and proactive work environment. Highly responsive to patrons and customer’s needs, ethical consideration in all duties and maintain a high standard for self and as an ambassador for Texas Ballet Theater

**Problem-Solving:** Strong analytical and critical-thinking skills to assess complex facility issues and devise effective solutions.

**Communication:** Excellent verbal and written communication and interpersonal skills to interact and communicate effectively with internal teams, guests, clients, external vendors, and stakeholders. Ability to interact positively with diverse staff and clientele in a fast-paced environment.

**Organizational Skills:** Exceptional organizational abilities to manage multiple tasks, projects, and priorities simultaneously.

**Attention to Detail:** Meticulous approach to maintaining accurate records, tracking inventory, and ensuring compliance with safety regulations.

**Adaptability:** Flexibility to adapt to changing circumstances, priorities, and emergent situations in a dynamic environment.

**Essential Duties and Responsibilities**

Subscription Coordination

* Develops and fosters relationships with community organizations and businesses 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

* Regular and frequent interaction with the public and onsite at performance venues during evening and weekend performances.
* Participates in outbound calling to renew subscriptions and promote ticket sales.
* Manages inbound calls with the commitment to returning calls within the same business da**y.**
* 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.

**Education Requirements to be Qualified for the Role**

* Associates degree in business, arts, arts administration or related field is preferred, or one year of relevant experience may be substituted for each year of required education.
* Proficiency in Microsoft Office Suite of products, including Excel, Word, PowerPoint, and Outlook is required.
* Previous box office, customer service and tessitura experience and/or knowledge of computerized ticketing software is preferred.

Please submit resume and cover letter to [Humanresources@texasballet.org](mailto:Humanresources@texasballet.org)