



Hiring Company: Texas Ballet Theater

Position Title: Patron Services Supervisor (Ticketing/Box Office)

Location: In person Fort Worth Campus and Performance Venues in Fort Worth and Dallas

Organization Overview

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 a resident company for leading performance venues in Dallas and Fort Worth –Winspear Opera House and Bass Performance Hall. Our internationally recognized Company is built on a rich 60-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. Texas Ballet Theater is committed to equality and social justice. We commit to a safe space for LGBTQ 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. .
- Schedule exceeds 40 hours up to, and including performance weeks.

About Your Manager

- Report to the Ticketing Manager.
- Fact Oriented.
- Fun Loving.
- Resolute; driven to accomplish tasks.
- Passion for Ballet.

Department Description

The Ticketing and Patron Service Department provides 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.

Position Description

The Patron Services Supervisor is critical in ensuring the efficient operation of the Box Office at Texas Ballet Theater. This position assists the Manager of Ticketing and Patron Services in hiring, training, and supervising staff while overseeing daily ticketing operations, including subscription, single, and group sales. A strong focus on customer service, operational efficiency, and collaboration with various departments is essential. The role requires flexibility in scheduling, including weekdays, evenings, and weekends, to ensure complete coverage of the Box Office during events and regular operating hours, specifically during November-December with the production of holiday tradition *The Nutcracker*.

This position will oversee a staff of 2-4 Patron Service Associates and Seasonal Patron Service Associates

Key Responsibilities include but are not limited to:

Reporting to the Manager of Ticketing and Patron Services, the Patron Service Supervisor is responsible for handling daily patron services communications regarding Texas Ballet Theater's subscription and ticketing sales program.

- Supports Ticketing Manager in hiring and training a strong strategic seasonal ticketing team.
- Establish work schedules for Box Office staff, will-call shifts, and audience engagement events.
- Ensures appropriate staffing levels for performances at venues including Bass Performance Hall, Winspear Opera House, Wyle Theatre as well as school performances.
- Schedule tour of venues for new hires.
- Ensure the daily Box Office Report is completed and submitted.
- Ensure daily batches are closed, posted, and emailed to Finance.
- Supervise interactions with patrons over the phone, in person and via email, as necessary.
- Resolve patron issues/complaints in a timely manner that is in keeping with organizational policy.
- Greet patrons, customers, donors, artists, and vendors with a welcoming presence.
- Maintain Box Office spaces, ensuring appropriate materials are stocked and always organized, including ticket stock, printer maintenance, petty cash for performances.
- Inform Box Office Associates about all offers, promotions, and upcoming events to provide accurate information to patrons.
- Update customer records in Tessitura with accurate details, including correct spelling of names, mailing addresses, phone numbers, email addresses, and other relevant information.
- Ensure Box Office staff is able to assist patrons with inquiries related to their experience, including directions, parking, nearby restaurants, hotels, and more.
- Proactively resolve customer complaints and issues that are escalated.
- Run Weekly CSI Reports in Tessitura to accurately document all communication between the Patron Services team and patrons.
- Maintain consistent and timely awareness of institutional events, meetings, and other essential information to Box Office Associates.
- Attend all required training sessions directed by the Manager of Ticketing and Patron Services.



- Maintain clear and consistent communication within the Patron Services team.
- Work with the finance team on disputing chargebacks.
- Perform additional tasks as assigned by the supervisor on duty, including data management and research.
- Work with Marketing and Development to research creation of Memberships program at TBT.
- Direct point of contact for all members and donors to process membership renewals, ticket sales and/or exchanges and answer any questions related to ticket processes, policies, seating maps and show details.
- Ensure benefits are fulfilled accurately and in a timely manner for all levels of memberships.
- Lead membership renewals.
- Provide prospects from lower-level members to Development team.
- Support frontline fundraising through inbound calls, assisting donors with membership renewals, upgrades, and acquisitions.

Attributes Needed to Be Successful

Leadership: Ability to foster a collaborative and initiative-taking work environment. Highly responsive to patrons and customer 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 people 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.

Qualifications

1-2 years in box office or other sales-related positions. Maturity to protect confidential information and build trust and rapport with patrons. Proficient in computer skills including an understanding of email, word, excel, graphics, and spreadsheets. Must have excellent written and verbal communication skills. Familiarity with Tessitura is preferred.

Please submit resumes to humanresources@texasballet.org

Our Mission:

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