



Hiring Company: Texas Ballet Theater

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

Location: Fort Worth Campus

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 are committed to creating an inclusive, welcoming, and respectful environment for all employees.

What We Have to Offer You

- 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, and to achieving the mission.

About Your Manager

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

Position Description

Texas Ballet Theater is looking for a positive, upbeat individual to fill a sales position. This position will spend most time on phone soliciting for ticket sales, as well as perform general office duties. Some inbound sales and work at venue box offices may be required, all while providing excellent customer service and integrity of patron data. The position is seasonal part-time, starting at 20 hours/week with the opportunity to increase up to 30, with very flexible scheduling during regular office hours. The position does include some weekend work during performances, specifically during November-December with the production of holiday tradition of *The Nutcracker*.



2

Key Responsibilities include but are not limited to:

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

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.

Qualifications

1-2 years in box office or other customer service-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.

Our Mission:

Texas Ballet Theater 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.