

Patron Service Associate (Part-Time)

DFW Metroplex | Reports to: Ticketing and Patron Services Manager

About the Role

Texas Ballet Theater seeks a positive, customer-focused team member to support ticket sales and patron services. This part-time position includes subscription renewal and ticket sales calls, responding to patron questions, and assisting with box office operations.

The position starts at approximately 20 hours per week, with the opportunity to increase to 30 hours as needed during performance weeks. Some evenings and weekends are required during performances. November and December are especially busy due to *The Nutcracker* season. The role also requires travel to performance venues throughout Dallas–Fort Worth, including Bass Performance Hall, Winspear Opera House, and the Wyly Theater.

Key Responsibilities

- Provide friendly, professional service by phone and in person.
- Answer questions about performances, seating, tickets, parking, and accessibility.
- Process ticket orders and payments, reserve seats, and print or distribute tickets.
- Contact patrons to renew subscriptions and promote ticket sales.
- Use Tessitura to manage ticket transactions and maintain accurate patron records.
- Support daily box office operations and recommend additional ticketing or contribution opportunities when appropriate.

Qualifications

- High school diploma or GED.
- Strong customer service, communication, and organizational skills.
- Comfort using computers and handling multiple tasks accurately.
- Previous ticketing, box office, point-of-sale, or customer service experience preferred.
- Experience with Tessitura or other ticketing/CRM software is a plus.

How to Apply

Email your resume to melanie@texasballet.org. No phone calls, please.

Texas Ballet Theater is an equal opportunity employer.