

# Part Time Ticket Services Associate

## **About The Position:**

The Dallas Summer Musicals' Box Office provides an outstanding opportunity to play a starring role in bringing The Best of Broadway to Dallas. Ticket Services Associates are responsible for providing outstanding sales and customer service to all DSM patrons. Associates are vital to the success of The Box Office because they regularly interact with our patrons over the course of each season.

## **Position Responsibilities:**

- Contribute to the successful day-to-day operations of The Box Office by providing outstanding customer service while assisting patrons in person at our office and over the phone through our call center.
- Communicate effectively the necessary information, such as seating, ticketing, parking and general information, to accurately complete transactions in an efficient manner.
- Conduct ticket sales and ticket exchange transactions using both Archtics and Ticketmaster Host ticketing software.
- Process cash, check, and credit card payments. Balance cash, check and credit card batches with sales made.
- Promote up sell opportunities such as additional shows, valet parking and dining at the Music Hall restaurants.
- Accurately and efficiently gather and enter new patrons' information into the patron database in addition to verifying and updating existing patrons' information as necessary.
- During season ticket campaign assist patrons in person and over the phone with completing their renewal invoice, additional ticket orders and answer questions regarding pricing, show schedules and upgrade opportunities.
- Educate potential new season subscribers about the benefits of a full season ticket package, payment options and the seating and fulfillment process.
- Assume additional responsibilities as required.

## **Qualifications:**

- A high school diploma or equivalent is required and some college or prior work experience is preferred.
- Computer skills including Microsoft applications. Experience with either Archtics and/or Ticketmaster Host ticketing software a definite plus.
- Ability to work a flexible schedule including some weekends, evenings and holidays.
- Commitment to consistently providing outstanding customer service even when operating under pressure, time constraints and dealing with challenging patrons.
- Exceptional communication and listening skills.

- Strong basic math skills including experience handling money and making change.
- Professional demeanor and appearance.
- Enthusiasm for musical theatre and the performing arts a plus.
- Ability to learn new skills, procedures and software while adapting quickly.

**To Apply:**

The application for employment can be downloaded from the DSM website at [www.dallassummermusicals.org/jobs.shtm](http://www.dallassummermusicals.org/jobs.shtm), or you may submit a resume to [employment@dallassummermusicals.org](mailto:employment@dallassummermusicals.org) and reference the position in the subject line of the email.