

DALLAS THEATER CENTER

2400 Flora Street Dallas, Texas 75201 (214) 521-7666 Fax DallasTheaterCenter.org

JOB TITLE: Customer Service Representative
DEPARTMENT: Marketing
REPORTS TO: Director of Ticketing
PREPARED DATE: December 18, 2018
CLASSIFICATION: FLSA: Part-time, Hourly

ABOUT DALLAS THEATER CENTER:

One of the leading regional theaters in the country and the 2017 Regional Theatre Tony Award® Recipient, Dallas Theater Center (DTC) performs to an audience of more than 100,000 North Texas residents annually. Founded in 1959, DTC is now a resident company of the AT&T Performing Arts Center and presents its Mainstage season at the Dee and Charles Wyle Theatre, and at its original home, the Kalita Humphreys Theater. DTC is one of only two theaters in Texas that is a member of the League of Resident Theatres, the largest and most prestigious non-profit professional theater association in the country. Under the leadership of Enloe/Rose Artistic Director Kevin Moriarty and Managing Director Jeffrey Woodward, DTC produces a seven-play subscription series of classics, musicals and new plays and an annual production of A Christmas Carol; extensive education programs, including the Award-winning Project Discovery, SummerStage and partnerships with Southern Methodist University's Meadows School of the Arts and Booker T. Washington High School for the Performing and Visual Arts; and many community collaboration efforts with local organizations. In 2017, DTC launched Public Works Dallas, a groundbreaking community engagement and participatory theater project designed to deliberately blur the line between professional artists and community members, culminating in an annual production featuring over 200 Dallas citizens performing a Shakespeare play. Throughout its history, DTC has produced many new works, including recent premieres of Miller, Mississippi by Boo Killebrew; Hood: The Robin Hood Musical Adventure by Douglas Carter Beane and Lewis Flinn; Bella: An American Tall Tale by Kirsten Childs; Clarkston by Samuel D. Hunter; The Fortress of Solitude by Michael Friedman and Itamar Moses; Giant by Michael John LaChiusa and Sybille Pearson, and many more. As a member of The League of Resident Theaters (LORT), DTC operates under the LORT agreement with Actors' Equity, the Stage Directors and Choreographers Society and United Scenic Artists.

MISSION STATEMENT: The mission of DTC is to engage, entertain and inspire our diverse community by creating experiences that stimulate new ways of thinking and living. We will do this by consistently producing plays, educational programs, and other initiatives that are of the highest quality and reach the broadest possible constituency.

DIVERSITY AND INCLUSION STATEMENT: Dallas Theater Center strongly believes that an effective workforce includes employees from different and diverse backgrounds and experiences that together form a more creative, innovative, and productive environment. As a leading national theater, DTC recognizes that building an equitable, diverse and inclusive environment is the key ingredient to its relevance and sustainability in the community it serves.

KEY RELATIONSHIPS:

Working closely with the Manager of Box Office Services, Director of Ticketing, Director of Marketing and Communication, and ATTPAC Front of House, the Customer Service Representative will strive to deliver an elevated patron experience, to promote all Dallas Theater Center productions, and to resolve patron issues in a timely manner.

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KEY DUTIES & RESPONSIBILITIES:

- Sell and exchange performance and event tickets
- Answer ticket office phones daily
- Manage Subscriber seats and single ticket sales
- Facilitate internet sales transactions
- Assist with mobile Box Office sales
- Be fully versed in operating Tessitura
- Answer all ticketing questions from patrons and DTC employees
- Understand and enforce all ticketing policies including employee comp usage
- Attend a dress rehearsal or preview performance of all DTC productions
- Assist Manager of Box Office Services with patrons concerns and issues, both on the phone and face-to-face
- Be familiar with all DTC performance spaces
- Assist Front of House when needed

This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments.

SKILLS, KNOWLEDGE REQUIREMENTS, AND ESSENTIAL ATTRIBUTES:

- Strong interpersonal and communication skills
- Experience using Tessitura or other ticketing software programs
- Sales experience
- Passion for the arts
- Basic understand of computer programs (Word, excel, etc)
- Desire and ability to work as part of a team
- Ability to work under pressure

PREFERED SKILLS AND KNOWLEDGE:

- Previous customer service or sales experience preferred
- Ability to speak Spanish is a plus

Dallas Theater Center is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, gender, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.

Please send résumé with references and a cover letter to: hr@dallastheatercenter.org with **Customer Service Representative** in the subject line.