

DALLAS THEATER CENTER

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

JOB TITLE: Box Office Coordinator
DEPARTMENT: Marketing & Communications
REPORTS TO: Box Office Manager
PREPARED DATE: September 13, 2021
CLASSIFICATION: FLSA: Salaried, Non-Exempt
SALARY RANGE: \$31,200-\$35,000 annually

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.

EQUITY, DIVERSITY AND INCLUSION STATEMENT

ALL ARE WELCOME! At Dallas Theater Center, we want to be the best place to work and see theater, and to be a positive and transformational force in Dallas and beyond. We stand up for **equity, diversity and inclusion** across our company and community. As a leading national theater, we recognize that building an equitable, diverse, and inclusive environment is central to our relevance and sustainability in the community we serve and love.

*For complete statement, please see final page of this posting.

SUMMARY:

The Box Office Coordinator will work closely with the Manager of Ticketing Services, Box Office Manager, and Marketing teams to assist with managing the day-to-day operations of the Box Office. Some duties may include; ticket transactions, customer service, supervision of staff, and reconciliation of box office transactions. This position will also take lead on group sales and merchandise management. This position must exercise independent judgement, initiative, ability to problem solve, and diplomacy. Previous box office or retail experience is required. Fluency in Spanish is desirable. Previous experience with Tessitura, or other CRM/database, network preferred. We are especially seeking candidates that love theater.

This is a full-time (40 hours per week), non-exempt position, which is eligible for overtime. This position includes a full benefits package: medical, dental and vision insurance, DTC-paid life insurance, voluntary life insurance and 403b programs, complimentary tickets and generous paid-time off. Nights and weekends will be required as needed throughout the season, especially during productions.

KEY DUTIES & RESPONSIBILITIES:

- **Provide the Best Possible Patron Experience**
 - Make patrons feel welcome and promote a patron focused environment
 - Provide clear information about our performances, organization, neighborhood, and mission
 - Prevent and resolve customer issues to mutual satisfaction
- **Provide Insight into Patron Reactions and Concerns**
 - Document specific patron reactions to pricing, amenities, parking and other comments that patrons make on their experience
 - Share impressions of patron satisfaction based on daily interactions
 - Anticipate patron needs and concerns
- **Manage and Record Box Office Activities and Transactions**
 - Assist with management of Wyly Theater, Kalita Humphreys Theater, and Mobile Box Offices
 - Assist with recruitment, training, and management of part-time box office associates

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- Assist with management of regular public box office hours
- Assist with maintaining online, phone, and in-person sales with patrons
- Assist with cash deposits and reports
- Work with Box Office Manager to provide manager support for all shows
- Manage Comp ticket requests for all shows and special events
- **Assist with oversight of House Management and FOH Activities**
- **Other Duties**
 - Point of contact for Group Sales
 - Management of Merchandise inventory and sales
- Actively participate in DTC's work towards equity, diversity, and inclusion and becoming an anti-racist organization by:
 - Participating in all DTC-wide EDI trainings, workshops, or experiences
 - Participating in all EDI learnings or experiences cultivated within the Production and/or Production Management Department
- Maintain safe working conditions in keeping with DTC health and safety guidelines and COVID19 Response Protocols.
- Other duties as assigned by the Box Office Manager or Manager of Ticketing

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:

- Excellent customer service and communication skills
- Sales experience
- Passion for the arts
- Basic understanding of computer programs (Word, Excel, Google Suite, etc.)
- Desire and ability to work as part of a team
- Ability to work under pressure
- Maintain safe work conditions in keeping with DTC's health and safety guidelines and COVID19 Response Protocols.
- Ability to perform work consistent with DTC's Mission, Vision and Values, including DTC's commitment to Equity, Diversity and Inclusion

EDUCATION/EXPERIENCE:

- Previous customer service or sales experience preferred
- Experience using Tessitura or other ticketing software programs is helpful, but not required – we will train a willing candidate!
- Ability to speak Spanish is a plus

COVID19 REQUIREMENTS:

- Ensure that all work is performed in alignment with DTC's COVID19 Response Protocols
- Be able to provide documentation of full vaccination of a US-government approved COVID19 vaccine regimen for COVID19, at the time of hire.

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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.

HOW TO APPLY:

Please send résumé with references and a cover letter to: hr@dallastheatercenter.org with **Box Office Coordinator** in the subject line.

ABOUT DALLAS THEATER CENTER

DTC is a leading regional theater and the 2017 Regional Theatre Tony Award® recipient. 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. Dallas Theater Center (DTC) performs to an audience of more than 70,000 North Texas residents annually in two extraordinary buildings designed by legendary architects. As a resident company of the AT&T Performing Arts Center, DTC presents mainstage productions at the Dee and Charles Wyly Theatre - designed by Joshua Prince-Ramus and Rem Koolhaas as a unique multi-form, flexible theater, which can easily transform between proscenium, thrust, arena stages - and DTC's original home, the Kalita Humphreys Theater - the only freestanding theater designed and built by Frank Lloyd Wright.

Founded in 1959 under the artistic leadership of Paul Baker, DTC is one of the country's oldest regional theatres. For close to 60 years, DTC's innovative, dynamic programming has made a significant mark on the Dallas community as well as the American theater at large, highlighted by its sustained focus on producing new works, supporting a resident acting company, utilizing theatrical space in surprising ways, and engaging deeply with the diverse Dallas community. From classic scripts to new plays, from epic to intimate, DTC continues its tradition of excellent theater well into the 21st century.

MORE ABOUT DALLAS THEATER CENTER

Under the leadership of Enloe/Rose Artistic Director Kevin Moriarty and Managing Director Jeffrey Woodward, DTC produces a mainstage subscription series of contemporary plays, classic play, musicals and new plays (including recent world premieres by Douglas Carter Beane, Lewis Flinn, Kirsten Childs, Samuel Hunter, Will Power, Jonathan Norton and many others), as well as an annual production of A Christmas Carol. DTC's extensive education programs include the Award-winning Project Discovery 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. The long-standing Diane and Hal Brierley Resident Acting Company demonstrates DTC's abiding commitment to supporting a core group of Resident Artists.

Expanding our company of Resident Artists to include resident directors and designers allows Dallas Theater Center to be a place where people from across our region can come together to share ideas, to be challenged by new voices, and to be inspired by beautiful performances. We will bring the best artists to work at Dallas Theater

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Center—artists from across the country and from our own backyard. We will commission and produce brand new plays written by the best playwrights from across the country specifically for our Dallas audiences. And we will contribute to the theater field at large by expanding the theatrical repertoire. Through our education programs, we engage teens and young adults in exciting conversations about theater—both through school-oriented programs and individual classes. We make a space for our patrons to engage with one another in meaningful conversation after every performance, recognizing that theater is a catalyst for new ideas to be expressed and shared. We collaborate with other organizations to ensure that the entire Dallas community is receiving the best theater experiences possible. Most of all, we will continue to produce work that is fresh, innovative, relevant, fun, and engaging so that every person in our city can find something that they like—something that will challenge and inspire them. And we will do it with unsurpassed artistic excellence for many years to come.

ABOUT THE DALLAS COMMUNITY

Dallas is a richly diverse modern metropolis in north Texas and is a commercial and cultural hub of the region. Over the years it has become a melting pot of cultures, religions and lifestyles. This important convergence of uniqueness and differences is reflected throughout the sights and sounds of the city. Dallas' **authentic arts**, music, food, places of worship, historic landmarks and urban lifestyle all contribute to the city's makeup. Located in the northeast corner of downtown Dallas, the Dallas Arts District is the largest contiguous urban arts district in the nation, spanning 68 acres and 19 contiguous blocks. This iconic neighborhood has more buildings designed by Pritzker award-winning architects than any location in the world. Dallas Arts District unifies culture and commerce with integrated and exemplary artistic, residential, cultural, educational, recreational, religious and commercial life. Downtown's Sixth Floor Museum at Dealey Plaza commemorates the site of President John F. Kennedy's assassination in 1963. In the Arts District, the Dallas Museum of Art and the Crow Collection of Asian Art cover thousands of years of art. The sleek Nasher Sculpture Center showcases contemporary sculpture. The Perot Museum of Nature and Science sparks the imagination through a world of scientific wonders. Performing arts venues based in the Arts District include the AT&T Performing Arts Center, Moody Performance Hall, Meyerson Symphony Center, Winspear Opera House, Montgomery Arts Theater, and the Wyly Theater. These beautiful venues feature the work of such notable Dallas-based performing companies as the Dallas Opera, Dallas Symphony, Titas/Dance Unbound, Dallas Black Dance Theatre and the Dallas Theater Center as well as touring productions from across the nation. Dallas is home to six professional sports teams including the Dallas Cowboys, Dallas Mavericks, Dallas Stars, Dallas Wings and FC Dallas. It is also host to several major sporting events like the Mexico National Team, college football games, e-sports competitions and more. In addition, the State Fair of Texas which takes place for over three weeks each fall at Fair Park in Dallas is the longest running fair in the nation as well as one of the largest.

DALLAS THEATER CENTER'S EQUITY, DIVERSITY AND INCLUSION STATEMENT

ALL ARE WELCOME!

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- EQUITY means recognizing that not everyone starts at the same place, addressing inequities in access and opportunity, and allowing for full and fair participation.

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- **DIVERSITY** means acknowledging and respecting human qualities that are different from our own and outside the groups we are a part of or with which we are associated. These qualities include but are not limited to: ethnicity, race, color, country of origin, sex, gender, gender identity or expression, age, sexual or relationship orientation, family structure, religion, beliefs, political affiliations, experiences and ability differences.

- **INCLUSION** means honoring and accepting the gifts, backgrounds, experiences, and wisdom that every individual brings with them, so that every stakeholder feels valued by Dallas Theater Center. Our stakeholders are staff, artists, board members, donors, audiences, and community members.

We will strive to create a culture of inclusion where individuals can thrive and succeed, are able to participate in and contribute to the progress and success of Dallas Theater Center while growing both professionally and personally.

We recognize and value individual differences, and we acknowledge structural and systemic racism and other access barriers that prevent full and fair participation of people outside the dominant culture and power dynamics. We acknowledge the complexities of becoming a fully inclusive and anti-racist organization, and we accept the challenge to build an organization where full and fair participation is the norm.

We commit to providing fair treatment, access, opportunity, and advancement and to creating space for culturally diverse voices to be heard and power to be shared. Together, we are even better.