



**PERFORMING ARTS FORT WORTH, Inc
Position Posting**

PLEASE NOTE: A COVID-19 vaccination record card is a job requirement for Performing Arts Fort Worth employees and the position of Patron Services Supervisor (subject to exceptions required by state and federal law including for religious belief and disability).

Title: Patron Services Supervisor
Department: Patron Services
Reports To: Patron Services Assistant Manager
Date: November 2021
Status: Full-Time; Hourly / Nonexempt

Essential Functions:

To ensure PAFW achieves an optimal work environment and equitable treatment of all, employees are guided by two fundamental directives, the PAFW Operating Principles and the PAFW IDEA Statement, in addition to adhering to other terms and policies outlined in the Employee Handbook.

The Patron Services Supervisor fully supports all functions of the Patron Services department and assists the Patron Services Assistant Manager in the daily operations of PAFW's Box Office, providing the highest level of customer service through in-person, telephone and electronic transactions.

Education, Experience & Skills Required:

- College graduate preferred with two to three years of relevant experience in ticket sales/ box office and customer service
- Minimum of one year in a managerial role preferred
- Familiarity with credit card sales and data security
- Proficient in Microsoft Office, Word, and Excel
- Experience with Tessitura ticketing system preferred
- General knowledge of theater and/or performing arts operations
- Strong leadership, mentoring and conflict resolution skills

Must maintain a positive attitude and influence others to do the same. Must make decisions consistent with organizational policies and goals and responsibly handle confidential information. Must work with accuracy and attention to numerous details and timelines. Strong verbal communication skills are essential to interact successfully with all PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer and PAFW staff concerns, requests and/or complaints in a courteous and informed manner.

Position Responsibilities:

Key activities of this position include but are not limited to:

- Supervises box office planning, organizing and daily operations
- Supervises and trains Patron Services Representatives
- Resolves customer concerns and requests in a courteous and informed manner
- Assists with special sales, season and daily ticket sales and coordinating seat assignments
- Assists with ticket inventory, including holds, release schedules, and dynamic pricing
- Functions as information and sales representative for all events related to performances at Bass Performance Hall and other PAFW venues
- Maintains database, adds accounts in the ticketing system, and corrects or updates patron information
- Makes outgoing calls to patrons, season ticket holders, and previous performance attendees in order to cross-sell other performances, facilitate ticket upgrades or assist with other related services
- Ensure accurate processing of customer tickets
- Assist with mailing brochures
- Attend performances off location to provide necessary support at events that PAFW serves as the box office for partner organizations
- Other PAFW and departmental duties as assigned

Supervisory: Patron Services Lead Representatives, Patron Services Representatives.

Please Note:

PAFW is in the business of presenting arts and entertainment. To that end, all employees understand and accept that holidays, evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances often.

This job posting is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

Physical/Visual Activities or Demands:

Physical/visual activities or demands that are commonly associated with the performance of the functions of this position include, but are not limited to:

- Working in close physical proximity to others including co-workers, vendors, and the public
- Standing, walking, sitting, reaching, talking, hearing
- Sedentary Work - Employee required to exert up to 40 pounds of force occasionally and/or negligible amount of force frequently to lift, push, pull, or otherwise move objects and office equipment
- Clarity of vision at a distance of 20 inches or less

Environmental/Atmospheric Conditions:

Environmental and atmospheric conditions commonly associated with the performance of the functions of this position include but are not limited to:

- Usual office conditions

Machines, Tools, Equipment and Work Aids: Representative, but not all inclusive of those commonly associated with this position are: Computer, Printer, Ten Key Calculator, Copier, Fax, Phone.

If you are interested and meet the qualifications as noted in this job posting, submit your letter of interest and current resume to:

Email: careers@basshall.com

Mail: Human Resources
Performing Arts Fort Worth
330 East 4th Street
Fort Worth TX 76102