



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

Performing Arts Fort Worth, Inc. is an Equal Opportunity Employer and conducts its recruiting and selection process to identify the best possible match for each open position.

Job Title: Patron Services Assistant Manager

Department: Patron Services

Reports To: Patron Services Manager

Date: June 2018

Job Status: Full Time; Exempt

Essential Functions: Assists the Patron Services Manager in the daily operations of PAFW's Box Office, executing a variety of administrative duties related to daily sales, order fulfillment, cash management and financial reporting, maintaining box office vault, and generating various lists. Maintains knowledge of industry standards and leads the Patron Services Team to conduct business in a manner that exemplifies the best of the industry and to provide the highest level of customer service for our patrons through in-person, telephone and electronic transactions.

Education, Skills, & Experience Required:

College graduate with two to three years of relevant experience in ticket sales / box office and customer service with a minimum of one year in a managerial role. Applicants should also have basic familiarity with credit card sales and data security. Working knowledge and familiarity with Tessitura ticketing system preferred, as is a general knowledge of theater and/or performing arts operations. Must have strong leadership skills, including the ability to interact effectively with co-workers, to listen, direct, resolve conflicts and to adapt to changing circumstances. 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 members of the Patron Services team, PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer concerns, requests and/or complaints in a courteous and informed manner. Computer proficiency in Microsoft Office, Word and Excel. Must be able to work a flexible schedule, including some evenings and weekends.

Position Responsibilities:

Key activities include but are not limited to:

- Oversees box office planning, organizing and daily operations.
- Supervises and trains Patron Services Representatives and provides feedback for improvement in customer sales and service.
- Maintains box office vault following accepted fiscal policies.
- Oversees processing and monitoring of financial reports.
- Assists with resolution of customer concerns, requests and/or complaints in a timely, courteous and informed manner.
- Assists with special sales, season and daily ticket sales.
- Assists with processing season ticket orders and coordinating seat assignments.
- Ensures box office is adequately staffed for both daily operations and for performances and events.
- Functions as information and sales representative for all events related to performances at Bass Performance Hall
- Provides helpful information, including suggestions for event, performance, price options, parking options, directions, restaurants, access for patrons with disabilities or any other service provided by Bass Performance Hall; up-sell appropriate services and events
- Assists with database maintenance, add accounts in the ticketing system, and correct or update patron information
- Makes outgoing calls to patrons, subscribers, and previous performance attendees in order to cross-sell other performances, ticket upgrades, or other related services. Outbound calls may also be made regarding program or event changes as necessary
- Provides daily and event customer service at the Bass Performance Hall box office
- Be available to work performances at the Bass Performance Hall, McDavid Studio, and Van Cliburn Recital Hall; greet guests and work with box office and house management to help reconcile onsite customer concerns
- Guides patrons through their online interactions with all pertinent web portals
- Handles office duties relating to the service and sales of tickets and promotion of positive patron, staff and client relations
- Prepares the box office counter and area for daily operations and for performances
- Ensures accurate processing and mailing of customer tickets
- Prints tickets for pick-up at Will Call
- Assists with mailing brochures
- Attends performances off location to provide necessary support at events that Performing Arts Fort Worth Inc serves as the box office for partner organizations
- Other departmental duties as assigned.

Please Note: 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 job.

1. Standing, Walking, Sitting, Reaching, Talking, Hearing.
2. 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.
3. 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 job: Usual office conditions.

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

For immediate consideration, submit your letter of interest and a current resume to: careers@basshall.com.

**Or mail to: Human Resources, Performing Arts Fort Worth
330 East 4th Street
Fort Worth, TX 76102**

No phone calls will be accepted.