



**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 Representative**

**Department: Patron Services**

**Reports To: Patron Services Manager**

**Date: March 2017**

**Job Status: Part-Time; Hourly / Nonexempt**

**Primary Function: Provides excellent assistance and the highest level of customer service for our patrons and the public through in-person, telephone and electronic transactions. Assists with daily operations in Bass Performance Hall's Box Office, including sales, order fulfillment and report generation.**

**Education, Skills, & Experience:**

- High school diploma or GED equivalent, supplemented by prior general business or customer service experience. Some college is preferred.
- Must exhibit a service-driven, positive attitude with focus on customer service.
- Strong interpersonal and problem-solving skills and the ability to work well with Patron Services Team, PAFW staff and a diverse customer base.
- Excellent verbal and written communication skills.
- Computer literate in Microsoft Office, Word, and Excel.
- Knowledge of / experience with Tessitura is a plus
- Good organizational skills with the ability to work well in a fast pace, deadline-oriented team environment.
- Must be willing to perform in-person sales and service, including upgrading and generating new sales.
- Experience with handling cash and credit card transactions, performed accurately and with integrity.
- Must be available to work a flexible work schedule, including evenings and weekend hours, as business needs dictate.

## **Position Responsibilities:**

### Key activities include but are not limited to:

- Assist with customer relations and resolve complex or difficult customer inquiries by phone, letter and e-mail
- Function as information and sales representative for all events related to performances at Bass Performance Hall
- Provide 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
- Sell new and renewal subscriptions, single tickets, gift certificates, and related items
- Assist with database maintenance, add accounts in the ticketing system, and correct or update patron information
- Process subscription and single ticket orders in the ticketing system, including the facilitation of subscriber ticket exchanges and season ticket renewals.
- Make 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
- Provide daily and event customer service at the Bass Performance Hall box office
- Be available to work performances at the Bass Performance Hall; greet guests and work with box office and house management to help reconcile onsite customer concerns
- Guide patrons through their online interactions with all pertinent web portals
- Other office duties relating to the service and sales of tickets and promotion of positive patron, staff and client relations
- Prepare the box office counter and area for daily operations and for performances
- Ensure accurate processing and mailing of customer tickets
- Print tickets for pick-up at Will Call
- Assist with mailing brochures
- Attend performances off location to provide necessary support at events that Performing Arts Fort Worth Inc serves as the box office for partner organizations
- Assist Patron Services Manager as needed
- 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 10 pounds of force occasionally and/or negligible amount of force frequently to lift, push, pull, or otherwise move objects.
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](mailto:careers@basshall.com) or mail to Human Resources, Performing Arts Fort Worth, Fort Worth TX 76102.**

**No telephone calls please.**