



**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: July 2019

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. Regular work-site attendance is required.

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 people at all levels and across a diverse customer base.
- Excellent verbal and written communication skills.
- Computer literate in Microsoft Office, Word, and Excel. Tessitura experience 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. Bilingual skills are also a plus.

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.

No phone calls will be accepted.