

DALLAS CHILDREN'S THEATER

JOB TITLE:	Box Office Representative
DEPARTMENT:	Marketing
REPORTS TO:	Director of Ticketing and Patron Services
CLASSIFICATION:	Part-Time, Hourly
SALARY RANGE:	\$16 per hour

Our Mission

The mission of Dallas Children's Theater is to inspire young people to creative and productive lives through the art of theater.

Equity, Diversity, Justice, and Inclusion

DCT is committed to excellence in theater arts programming that challenges and inspires young people from every race, culture, gender, social class, ability, and sexual orientation to develop their unique creative talents and individual perspectives to contribute to a more pluralistic and peaceful world. DCT promotes equity, diversity, and inclusion in all areas of the institution, including its programming, board, and staff.

Summary

Working closely with the Director of Ticketing and Patron Services, the Box Office, and DCT Front of House, the Box Office Representative will strive to deliver an elevated family-friendly patron experience. We are seeking candidates who can work weekday/weekend box office shifts. Agents can expect to work an average of 10-20 hours per week onsite at DCT dependent on business needs in season, subject to change. Tessitura experience preferred or any ticketing experience.

Key Duties and Responsibilities

- Serve a variety of front-of-house roles including selling and scanning tickets, answering phones, selling concessions at intermission, helping with DCT pre-show activities, monitoring line flow during autographs, helping safely seat and dismiss school groups and busses during weekday student matinee performances, greeting patrons, and more.
- Uphold customer service policies and procedures.
- Other duties as assigned

This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments.

Required Skills, Knowledge, and Essential Attributes

- High school graduate
- Excellent customer service and communication skills
- Reliability, timeliness, flexibility, and ability to complete assigned tasks
- Desire and ability to work as part of a team
- Ability to work well under pressure with a professional demeanor
- Basic understanding of computer programs (Word, Excel, Google Suite, etc.)
- Passion for the arts
- Must pass a background check

Preferred Skills and Knowledge

- Experience using Tessitura or other ticketing software programs is helpful, but not required – we will train a willing candidate!
- Previous customer service experience
- Knowledge of first aid
- The ability to speak Spanish is a plus

Dallas Children's Theater is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment regardless of age, race, color, religion, gender, national origin, sexual orientation, disability, or veteran status.

To apply, email a resume with references and a cover letter with the following information: background, experience, and computer and ticketing software knowledge to staff.openings@dct.org with Box Office Representative in the subject line.

About Dallas Children's Theater

Dallas Children's Theater features professional actors performing for an annual audience of 90,000 young people and their families through mainstage productions and an arts-in-education program. As the only major organization in Dallas focusing solely on youth and family theater, DCT builds bridges of understanding between generations and cultures, instilling an early appreciation of literature, art, and the performing arts in tomorrow's artists and patrons.