**Position Description**
Patron Services Coordinators provide outstanding customer service to both internal and external facing customers in alignment with The Dallas Opera’s mission and values. Core responsibilities include providing inbound and outbound sales and customer service, proficiency in ticketing system processes and procedures, professionalism in managing customer service issues, and other administrative tasks as needed in support of The Dallas Opera’s overall operations.

**Primary Responsibilities**
- Conduct inbound and outbound sales and customer service calls for all in-person and digital subscription and single ticket sales, including subscription renewals and acquisitions.
- Maintain ongoing training and proficiency in Tessitura ticketing system and all standardized procedures to successfully complete accurate ticket orders.
- Professionally represent The Dallas Opera and promptly and professionally respond to patron concerns, special needs (including disability seating), requests and waitlist for series and seat changes, and refunds.
- Assist patrons as necessary to troubleshoot issues they are having accessing digital content.
- Process telemarketing orders: flag orders with errors or missing information and return to supervisor for follow-up.
- Assist supervisor with seat inventory management and releasing holds in a timely manner as requested.
- Fulfill education program (Sightlines and Dress Rehearsal) and TodayTix orders.
- With the approval of supervisor, process all comp ticket requests, including but not limited to staff, donor, VIP, chorus, orchestra, guest artist, and press requests.
- Communicate patron needs and house seats to ATTPAC Front of House staff and prepare Box Office for all live performances, dress rehearsals, Family Operas, and Community Outreach events.
- Professionally represent The Dallas Opera while working the Box Office for walk-up and performance sales at the Winspear.
- Reliably and accurately manage Box Office cash handling responsibilities daily and at performances.
- Assist with preparing and mailing season subscription packets, single tickets, and performance information.
- Assist Patron Services Manager with tracking and fulfilling all incoming charitable donation requests from physical mail and info@email box. Print and mail vouchers, update spreadsheet in ticketing drive.
- Manage info@email box and return all emails promptly; listen to and return all voicemail messages.
- Assist patrons with non-ticketing related information in lieu of a company receptionist, such as donor event schedules, visitor information, and finding meeting locations.
- Support Patron Services Manager with other sales related and administrative tasks as assigned, such as managing the “operatunities” student papering initiative, and other duties as requested.
**Team Responsibilities**

- Attend and actively participate in all team meetings and meetings with direct supervisor as required.
- Provide additional general administrative support to Advancement team (Patron Services, Marketing, and Development) as well as other departments as needed during periods of low call activity, and as directed by supervisor. This includes, but is not limited to database maintenance, envelope stuffing, and other administrative work as assigned.
- Assist with education and other outreach events throughout the year, such as the simulcasts at Klyde Warren Park, Family Operas, and donor events.

**Candidate Qualities**

**Traits and Characteristics**

- Excellent customer service skills, empathetic and patient listener, outgoing personality, and positive attitude. Must be a self-starter with the ability to be proactive and foresee common issues to be dealt with in ticketing and customer service.
- Must be a self-starter with the ability to be proactive and foresee common ticketing and customer service issues to be resolved.
- Ability to multitask and maintain a quality of excellence in a time-sensitive environment.
- Diplomacy, good judgment, and timeliness in resolving patron concerns and issues.
- Professionalism in spoken and written language, writing, and appearance

**Skills and Knowledge**

- 1-3 years of experience in direct customer service required.
- Previous experience with Tessitura or other ticketing software preferred.
- Knowledge of classical music, opera, and Dallas arts and culture a plus.
- Proficiency in Microsoft Office products (specifically Word and Excel) and collaborating in a Microsoft 365 environment.

**Office Hours**

- Office and phone hours are 9am to 5pm, with some Saturday phone hours 12pm-4pm during production season. Some early morning, evening (sometimes through intermission of performances) and weekend hours to work during events is required.
Other Considerations

Compensation  This position is paid hourly
Education  Bachelor's degree preferred.
Location  Dallas, Texas
Office Hours  Standard office and phone hours are 9am to 5pm, with some Saturdays during production season. Occasional early morning, evening, and weekend hours during production season.
Website  dallasopera.org
Travel  Occasional

The Dallas Opera values diversity in the workplace and is committed to creating an equitable and inclusive work environment where employees are treated with dignity and respect. The Dallas Opera is an equal opportunity employer and maintains a policy of non-discrimination with all employees and applicants for employment. This position will remain open until a diverse and qualified pool of candidates has been identified. Applications from populations underrepresented in the arts are strongly encouraged to apply.

To apply, please send a cover letter no longer than two pages and resume to recruitment@dallasopera.org, using the subject line “Patron Services Coordinator.” Please send Word or PDF files only. No phone calls please.