



PATRON SERVICES COORDINATOR

The Dallas Opera (TDO) is a world-class performing arts organization based in the Dallas Arts District in Dallas, TX, renowned for our outstanding mainstage and chamber opera productions. With a reputation for artistic excellence, innovation, and community impact, TDO plays a vital role in the cultural landscape of the Dallas-Fort Worth Metroplex and the international opera scene.

Patron Services Coordinators provide outstanding customer service in alignment with The Dallas Opera's mission and values. Reporting to the Patron Services Manager, the Patron Services Coordinator demonstrates proficiency in inbound and outbound sales, 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 events 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.
- With the approval of supervisor, process all comp ticket requests, including but not limited to staff, donor, VIP, chorus, orchestra, Sightlines, dress rehearsals, guest artist, and press requests.
- Manage info@dallasopera.org email box and return all emails promptly; listen to and return all voicemail messages.
- 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.
- 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.
- Assist patrons with non-ticketing related information in lieu of a company receptionist, such as donor event schedules, visitor information, and finding meeting locations.
- Assist patrons as necessary to troubleshoot issues they are having accessing digital content.
- Assist with preparing and mailing season subscription packets, single tickets, and performance information.

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- 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.
- Work in-person Box Office for all performances.
- Assist with education and other outreach events throughout the year, such as offsite performances, and subscriber and donor events.
- Reliably and accurately manage Box Office cash handling responsibilities daily and at performances as needed.
- Attend and actively participate in all team meetings and meetings with direct supervisor as required.
- Provide additional general administrative support to Marketing/Patron Services as well as other departments as needed during periods of low call activity, and as directed or approved by supervisor. This includes, but is not limited to database maintenance, envelope stuffing, and other administrative work as assigned.

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.
- 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.

Skills and Knowledge

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

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Other Considerations

Compensation	\$20/hour, 20-30 hours per week.
Benefits	This position is not benefits eligible.
Education	Bachelor's degree preferred but not required.
Location	Onsite, Dallas, Texas
Office Hours	Office hours are 9AM-5 PM, phones open at 10 AM. Seasonal early morning, evening, and weekend hours during production season will be required. Hybrid/remote work is offered seasonally in accordance with office policy.
Travel	None

See yourself at the opera! We appreciate the many experiences and perspectives people bring to our work, and we encourage you to apply to be a part of The Dallas Opera. To apply, please send a cover letter and résumé to recruitment@dallasopera.org, using the subject line "Patron Services Coordinator – Part Time." Please send Word or PDF file only. No phone calls, please.

