



## Job Description

**TITLE: Customer Experience & Ticketing Associate**

REPORTS TO: Director of the Butler Center for Dance & Fitness and the  
Director of Business Analytics & Ticketing  
DEPARTMENT: Inter-departmental  
GRADE: Full-time, Salaried  
COMPENSATION: \$40,000  
FLSA: Non-Exempt

### POSITION SUMMARY:

The Customer Experience & Ticketing Associate is a member of the Customer Experience Team, the first point of contact for Ballet Austin's customers. This position is responsible for identifying customer needs, responding to customer queries, processing transactions, and creating an exceptional customer experience while collaborating with Ballet Austin departments to optimize customer services and brand awareness. In addition, this position provides administrative and sales support to the Ballet Austin Box Office and Sales Team.

### ESSENTIAL FUNCTIONS:

- Set the standard for the highest level customer experience strategy
- Maintain knowledge of Ballet Austin programs and current product offerings within each department
  - Butler Center for Dance & Fitness programming
  - Ballet Austin productions and ticketing
  - Academy and Summer Intensive
  - Ballet Austin giving opportunities
  - Education programming
  - Community and wellness programming
  - Ballet Austin programming at the Dell JCC
- Ensure guests and customers are greeted and assisted in-person, by phone or by email.
- Maintain a comprehensive working knowledge of MINDBODY Online in order to ensure accurate class sales, attendance, and troubleshooting
- Maintain a comprehensive working knowledge of the Tessitura Ticketing system in order to process transactions and support Box Office Sales and data projects
- Ability to manage time and work between two primary departments effectively
- Complete administrative responsibilities in a timely manner such as inventory management, event calendar postings, and other assignments as needed

### OTHER ACCOUNTABILITIES:

- Other duties as assigned

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Must be able to work on-site at Ballet Austin
- Work performances and other events as needed

#### EDUCATION AND EXPERIENCE:

- Training and experience in MINDBODY software
- Training and Experience in Tessitura Ticketing System
- Computer aptitude and data base experience
- Knowledge of principles and practices of customer experience, customer service, and customer relations
- Proficient knowledge of Microsoft Office Suite, especially excel

#### COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:

- Collaboration
- Effective Communicator
- Customer Focused
- Values Differences
- Resourcefulness
- Situational Adaptability
- Instills Trust

#### ORGANIZATIONAL RELATIONSHIPS:

- Reports to Butler Center for Dance & Fitness Director and the Director of Business Analytics & Ticketing
- Supports all Ballet Austin departments

#### TO APPLY:

Please email cover letter and resume to Vicki Parsons at [vicki.parsons@balletaustin.org](mailto:vicki.parsons@balletaustin.org)

#### BACKGROUND SEARCH REQUIRED

#### NEW HIRES WILL BE ASKED TO PROVIDE PROOF OF COVID-19 VACCINATION

Ballet Austin is committed to enhancing the diversity of our student body, faculty, and staff. Hiring and other employment-related decisions are made on the basis of an individual's qualifications, past experience, overall performance and other employment-related criteria. In conjunction with Ballet Austin's commitment to increasing the racial diversity within our organization, we are particularly interested in receiving inquiries from applicants of color. It is the policy of Ballet Austin to provide equal opportunities for employment and advancement for all individuals, regardless of age, gender, race, religion, color, disability, veteran status, sexual orientation, national origin, or any other legally protected category.