



JOB DESCRIPTION

TITLE: Ticketing & Customer Experience Associate

REPORTS TO:	Director of Ticketing
DEPARTMENT:	Interdepartmental Ticketing & Operations
GRADE:	Full-time Salaried
COMPENSATION:	\$45,000
FSLA:	Non-Exempt

POSITION SUMMARY:

The primary focus of this role is supporting the Box Office as a Ticketing Associate, with back-up support for the Customer Experience Team as needed. The ideal candidate should be comfortable serving as a go-to person for information and assistance across teams.

The Ticketing Associate is a primary point of contact for customers looking to purchase tickets to Ballet Austin productions. This position provides friendly, knowledgeable customer service and handles ticket sales, exchanges, customer service inquiries, and other patron needs by phone, email, and in person.

The ideal candidate genuinely enjoys working with people and can thrive during fast-paced periods while also staying productive during slower periods. The role requires flexibility, attention to detail, and the ability to adapt to changing priorities and customer needs.

This position requires a flexible schedule, including evenings and weekends during performance periods, and availability to work weekdays and weekends December 4–23 for *The Nutcracker*.

ESSENTIAL FUNCTIONS:

Box Office & Ticketing

- Serve as a friendly, knowledgeable first point of contact for patrons by phone, email, and in person, providing accurate information about performances, tickets, seating, subscriptions, and other services.
- Process ticket sales, exchanges, refunds, and other transactions accurately and efficiently.
- Assist patrons with ADA accommodations, group needs, special requests, and other customer service issues.
- Help patrons identify the best seating options that meet their needs while building positive relationships and customer loyalty.
- Stay current on Ballet Austin productions, ticketing policies, and Box Office procedures.
- Perform administrative, data-entry, and other ticket-related projects as needed.
- Work in the Box Office during Ballet Austin performances, assisting patrons with ticketing, will-call, exchanges, seating, and other performance-related needs.

Customer Experience Team Support

- Provide backup coverage for the Customer Experience Team front desk at the Butler Dance & Fitness Building, welcoming visitors, students, families, and patrons and providing general information and assistance.
- Direct visitors to the appropriate staff member, department, class, studio, or event and assist with other front desk and customer service needs as needed.

OTHER ACCOUNTABILITIES:

- Other duties as assigned

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Must be able to work in-person at the Ballet Austin Offices & the Long Center
- Regular interaction with the public, including patrons, staff, dancers, families, etc.

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent required.
- Previous ticketing, customer service, arts or related experience preferred
- Experience with or knowledge of Tessitura software preferred
- Experience with or knowledge of MINDBODY software preferred
- Computer aptitude and experience using databases
- Proficient knowledge of Microsoft Office Suite, especially Excel

COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent Customer Service & Interpersonal Skills
- Genuine enjoyment of working with and helping people
- Strong verbal and written communication skills
- Ability to prioritize and manage competing demands
- Attention to detail
- Cross Departmental Collaboration
- Professional and solutions-oriented demeanor when handling challenging situations
- Comfortable learning and using technology.
- Ability to manage time and effectively balance responsibilities across two departments.
- Maintain knowledge of Ballet Austin programs, performances, and products.

ORGANIZATIONAL RELATIONSHIPS:

- Reports to Director of Ticketing
- Supports Box Office and Customer Experience Team

TO APPLY:

Please email your cover letter and resume to maureen.cross@balletaustin.org

BACKGROUND SEARCH REQUIRED

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.