



Part-Time Ticketing Specialist – Phones (Afternoon) Job Description

SUMMARY Ticketing Specialists are our customer's initial contact with DPAC, Durham Performing Arts Center. The primary responsibility of this position is to provide guests with a positive initial impression by providing accurate event information for all SunTrust Broadway, and concert or comedy events, as well as assisting them in purchasing tickets to these DPAC events. This position is expected to work with all departments at DPAC in order to maintain the highest levels of guest service.

JOB SPECIFICS

- Provide all guests with a positive first impression of DPAC by offering superior, individualized customer service in line with DPAC's "Red Carpet Customer Service" practices
- Accurately operate the Archtics/Ticketmaster computer ticketing system to sell tickets for DPAC events.
- Process season ticket renewal and new orders
- Organize and prepare ticket mailings
- Complete outgoing calls to Season Seat Members as requested
- Provide information regarding DPAC events via telephone
- Assist with miscellaneous Ticket Center projects as directed.
- Communicate positively with customers to establish their needs efficiently and courteously.
- Develop a growing knowledge of Archtics/Ticketmaster.

QUALIFICATIONS

- High School diploma or equivalent required
- Customer service experience preferred

SCHEDULE

- This position works 22.5 hours per week
- This position is scheduled September – May, Monday – Friday, 12:45-5:15pm
- Hours will vary June – August
- This position is eligible to add night and weekend shifts for an additional 7.5 hours per week (30 hours maximum between regular shifts and added shifts)
- Some evening and/or weekend hours may be required approximately 4-5 times per year

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