



## Job Description - Part-Time Ticketing Specialist

**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 Truist 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
- Provide information regarding DPAC events via face-to-face communication
- 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.
- Problem-solve by effectively communicating with guests to locate and deliver will-call.
- Handle cash responsibly and accurately.

### QUALIFICATIONS

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

### SCHEDULE

- This position works 15-30 hours per week
- Weekend and evening hours are required
- This position is scheduled September – May
- Hours will vary June – August