



**PERFORMING ARTS FORT WORTH, Inc  
Position Posting**

**Title: Patron Services Representative**  
**Department: Patron Services**  
**Reports To: Patron Services Supervisors**  
**Date: January 2025**  
**Status: Regular, Part-Time; Hourly / Nonexempt**

**Essential Functions:**

To ensure Performing Arts Fort Worth (PAFW) achieves an optimal work environment and equitable treatment of all, employees are guided by two fundamental directives, the PAFW Operating Principles and the PAFW IDEA Statement, in addition to adhering to other terms and policies outlined in the Employee Handbook.

The Patron Services Representative fully supports all functions of the Patron Services department. The Patron Services department operates PAFW's Box Office and provides the highest level of customer service through in-person, telephone, and electronic transactions.

**Education, Experience & Skills Required:**

- High school diploma or GED equivalent supplemented by prior general business or customer service experience. Some college is preferred.
- Familiar with Microsoft Office, Word, and Excel.
- Knowledge of Tessitura a plus.
- Experience with handling cash and credit card transactions, performed accurately and with integrity.
- Availability to work a flexible work schedule, including evenings and weekend hours, as business needs dictate.
- Bilingual skills are a plus.

Must maintain a positive attitude and influence others to do the same. Must make decisions consistent with organizational policies and goals and responsibly handle confidential information. Must work with accuracy and attention to numerous details and timelines. Strong verbal communication skills are essential to interact successfully with all PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer and PAFW staff concerns, requests and/or complaints in a courteous and informed manner.

**Position Responsibilities:**

Key activities of this position include but are not limited to:

- Assist with customer relations and resolve complex or difficult customer inquiries by phone, letter, and e-mail.
- Function as information and sales representative for all events related to performances at Bass Performance Hall; greet guests and work with box office and house management to help reconcile onsite customer concerns.
- Assist with database maintenance, add accounts in the ticketing system, and correct or update patron information.
- Process subscription and single ticket orders in the ticketing system, including the facilitation of subscriber ticket exchanges and season ticket renewals.
- Ensure accurate processing, printing, and mailing of customer tickets.
- Attend performances off location to provide necessary support at events that Performing Arts Fort Worth Inc serves as the box office for partner organizations.
- Other PAFW and departmental duties as assigned.

**Please Note:**

PAFW is in the business of presenting arts and entertainment. To that end, all employees understand and accept that evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances regularly.

This job posting is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

**Physical/Visual Activities or Demands:**

Physical/visual activities or demands that are commonly associated with the performance of the functions of this position include, but are not limited to:

- Working in close physical proximity to others including co-workers, vendors, and the public.
- Standing, walking, sitting, reaching, talking, hearing.
- Sedentary Work
- Clarity of vision at a distance of 20 inches or less.

**Environmental/Atmospheric Conditions:**

Environmental and atmospheric conditions commonly associated with the performance of the functions of this position include but are not limited to:

- Usual office conditions.

**Machines, Tools, Equipment and Work Aids:** Representative, but not all inclusive of those commonly associated with this position are: Computer, Printer, Ten Key Calculator, Copier, Fax, Phone.

**If you are interested and meet the qualifications as noted in this job posting, submit your letter of interest and current resume.**

Email: [careers@basshall.com](mailto:careers@basshall.com)

Mail: HumanResources, Performing Arts Fort Worth, Inc.  
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