



## 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.

**ABOUT DPAC** (Durham Performing Arts Center) At **DPAC**, we are proud to present some of the biggest shows and stars in the world in an intimate 2,700-seat setting where the guest experience reigns supreme. For 15-years DPAC has been ranked among the top-five theaters and performing arts centers in the U.S., won the prestigious IEBA Theater of the Year Award plus been nominated alongside some of the most iconic venues in America by *Billboard* and *Pollstar* magazines for their annual Theater of the Year awards.

With a mission of presenting one-of-a-kind live entertainment events, DPAC truly has "something for everyone," hosting up to 600,000 guests per year to its 250 plus performances. Each season, the stage at DPAC comes alive with spectacular touring Broadway productions, high-profile concerts and comedy events, family shows and special events of all kinds.

DPAC is managed by **Nederlander and Professional Facilities Management (PFM)**, two of the country's most successful theatre producers, presenters, and venue management companies under a long-term operation agreement with the City of Durham. One of the most successful public-private partnerships of its kind, DPAC has generated over \$1 billion dollars in measured economic impact since its opening in 2008.

### 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

DPAC reserves the right to change or modify the employee's job description at any time during employment. Employees may be asked to perform duties outside of their regular duties.

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