

# DALLAS CHILDREN'S THEATER

**JOB TITLE:** Box Office Representative  
**DEPARTMENT:** Marketing  
**REPORTS TO:** Director of Ticketing & Patron Services  
**CLASSIFICATION:** Part-Time, Hourly  
**SALARY RANGE:** \$16 per hour

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## **Our Mission:**

The mission of Dallas Children's Theater is to inspire young people to creative and productive lives through the art of theater.

## **Equity, Diversity, Justice, and Inclusion:**

DCT is committed to the kind of excellence in theater arts programming that challenges and inspires young people from every race, culture, gender, social class, ability and sexual orientation to develop their unique creative talents and individual perspectives in order to contribute to a more pluralistic and peaceful world. DCT promotes equity, diversity, and inclusion in all areas of the institution, including its programming, board and staff.

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## **Summary:**

Working closely with the Director of Ticketing & Patron Services, the Box Office, and DCT Front of House, the Box Office Representative will strive to deliver an elevated family-friendly patron experience. We are seeking candidates who can work weekday/weekend box office shifts. Agents can expect to work an average of 10-20 hours per week onsite at DCT dependent on business needs in season, subject to change. Tessitura experience preferred or any ticketing experience.

## **Key Duties & Responsibilities:**

- Serve a variety of front-of-house roles including: selling and scanning tickets, answering phones, selling concessions at intermission, helping with DCT pre-show activities, monitoring line flow during autographs, helping safely seat and dismiss school groups and buses during weekday student matinee performances, greeting patrons, and more.
- Uphold customer service policies and procedures.
- Other duties as assigned

*This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments.*

## **Required Skills, Knowledge and Essential Attributes:**

- High school graduate
- Excellent customer service and communication skills
- Reliability, timeliness, flexibility, and ability to complete assigned tasks
- Desire and ability to work as part of a team
- Ability to work well under pressure with a professional demeanor
- Basic understanding of computer programs (Word, Excel, Google Suite, etc.)
- Passion for the arts
- Must pass background check

**Preferred Skills and Knowledge:**

- Experience using Tessitura or other ticketing software programs is helpful, but not required – we will train a willing candidate!
- Previous customer service experience
- Knowledge of first aid
- Ability to speak Spanish is a plus

Dallas Children's Theater is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, gender, national origin, sexual orientation, disability, or veteran status.

Please send résumé with references and a cover letter to: [staff.openings@dct.org](mailto:staff.openings@dct.org) with Box Office Representative in the subject line.

**About Dallas Children's Theater**

Dallas Children's Theater features professional actors performing for an annual audience of 150,000 young people and their families through mainstage productions and an arts-in-education program. As the only major organization in Dallas focusing solely on youth and family theater, DCT builds bridges of understanding between generations and cultures, instilling an early appreciation of literature, art, and the performing arts in tomorrow's artists and patrons.