AUBURN
Human Resources

Mgr, GPAC Patron Services

Job Description

JOB INFORMATION

Job Code	AB14
Job Description Title	Mgr, GPAC Patron Services
Pay Grade	TA09
Range Minimum	$50,670
33rd %	$60,800
Range Midpoint	$65,870
67th %	$70,930
Range Maximum	$81,070
Exemption Status	Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	9/11/2026 2:21:17 PM

JOB FAMILY AND FUNCTION

Job Family:	Theatre & Arts
Job Function:	Production & Administration

JOB SUMMARY

Reporting to the Director of Gogue Performing Arts Center (GPAC) Operations, the Mgr, GPAC Patron Services is responsible for managing the front-of-house and daily operations of the box office and house management team. This position provides management in ticketing system administration, customer service, single ticket and subscription sales, daily sales financial management, and box office and front-of-house staff supervision for performances and events held at GPAC.

RESPONSIBILITIES

- Manages CRM ticketing and point-of-sale software and hardware functionality and maintenance, event and series implementation and scaling, patron data analysis and reporting, and all other administrative responsibilities associated with CRM ticketing software and hardware.
- Supervises the box office including the management and oversight of ticket fulfillment processing, CRM payment processing, customer service best practice implementation, and University and AU Advancement financial accounting, reporting, and cash management.
- Works collaboratively with all GPAC departments, clients, and vendors on annual performances, campaigns, programs, and events to reach and exceed institutional goals.
- Strategizes, documents, and implements an Emergency Action Plan for GPAC working in coordination with the Executive Director, Director of Production, Director of Operations, and key University personnel. Conducts staff, volunteer, and vendor training on basic roles and responsibilities, industry practices, safety and evacuation procedures outlined in the Emergency Action Plan (EAP), and venue operating policies, which include the creation, implementation, and review of training documents.
- Coordinates and ensures ADA and accessibility compliance for GPAC's facilities, programming, and services.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Theatre, Theatre Management, Arts Administration, Business Administration, or related field.	and	5 years of	Experience in box office, ticket sales, patron services, and/or front-of-house administration or management in performing arts, theatre, dance, music, or related industry. At least 2 years' supervisory experience required. Experience in the performing arts industry preferred.	Or
High School Diploma or GED		and	8 years of	Experience in box office, ticket sales, patron services, and/or front-of-house administration or management in performing arts, theatre, dance, music, or related industry. At least 2 years' supervisory experience required. Experience in the performing arts industry preferred.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Strong knowledge of computer applications in Windows and Mac environments including CRM ticketing software (Tessitura, AudienceView, Paciolan, etc.) and Microsoft Word, Excel, Outlook, and other Office 365 applications (OneDrive, SharePoint, Teams, etc.)	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
Heartsaver First Aid CPR AED		within 90 Days	Required	And
	International Association of Venue Managers Academy for Venue Safety and Security and/or CVP or CVE certification	Upon Hire	Desired	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting				X		
Lifting			X			50
Climbing			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:

Ability to see information in print and/or electronically and distinguish colors.

Additional Special Requirements:

Must be available to work evenings, weekends, and holidays based on performances, rentals, and programmatic schedules. This position is required to work on-site. This position may require more than 40 hours during a given work week.