AUBURN
Human Resources

Dir, Patron Services

Job Description

JOB INFORMATION

Job Code	AB18
Job Description Title	Dir, Patron Services
Pay Grade	TA11
Range Minimum	$61,750
33rd %	$76,160
Range Midpoint	$83,360
67th %	$90,570
Range Maximum	$104,970
Exemption Status	Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	8/31/2026 11:41:34 AM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Reporting to the Executive Director of the Jay and Susie Gogue Performing Arts Center, the Director of Patron Services provides strategic leadership for GPAC's patron-facing services, including ticketing, box office services, front-of-house, accessibility, concessions coordination, sales support, patron data, and service standards. This position is responsible for strengthening the guest experience across GPAC's venues while supporting subscription sales, single ticket sales, audience retention, outbound sales efforts, patron data management, and earned revenue goals in coordination with the Executive Director and Director of Communications and Marketing.

RESPONSIBILITIES

- Responsible for GPAC’s patron-facing services across all venues, including ticketing, box office services, front-of-house, accessibility, concessions coordination, Patron Services standards, and overall guest experience.
- Manages the implementation of patron-level sales efforts, including subscription sales support, single ticket sales support, group sales, outbound sales, patron follow-up, and audience retention activities in coordination with the Executive Director and Director of Communications and Marketing.
- Uses patron data, ticketing reports, CRM tools, campaign results, sales trends, and audience behavior to inform patron-level sales activity, identify opportunities, improve patron communication, and support earned revenue goals. Provides timely reports and analysis to the Executive Director and Director of Communications and Marketing to support sales planning, audience retention, and data-informed decision-making.
- Directs Patron Services staff in achieving sales and service goals, including outbound sales expectations, patron follow-up, customer service standards, ticketing accuracy, and consistent use of patron data and CRM practices.
- Oversees box office operations, ticketing processes, customer service protocols, ticketing system use, account management, and accurate patron recordkeeping to support efficient and effective sales and service delivery.
- Provides leadership for front-of-house, including house management, usher and volunteer coordination, patron flow, accessibility needs, performance readiness, incident response, and communication with Production and other event staff.
- Oversees patron service recovery and issue resolution, ensuring ticketing concerns, accessibility needs, complaints, and other patron service issues are addressed professionally, consistently, and in alignment with GPAC standards and approved communication practices.

RESPONSIBILITIES

- Supervises assigned full-time, part-time, TES, student, volunteer, and front-of-house staff; coordinates with the Executive Director, GPAC, and GPAC departments to ensure patron-facing services are communicated, staffed, evaluated, and continuously improved.

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	Theatre Management, Arts Administration, Business Administration, Public Administration, or relevant field	and	7 years of	Theatre operations, facilities management/operations, business administration/operations, arts administration, and/or patron services. Experience in theatre/ performing arts center and/or hospitality management preferred.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
	CPR and AED certifications required or must be obtained within the first 90 days of employment.	within 90 Days	Required	And

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			
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.

Travel Requirements:

In-State; Domestic

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.