AUBURN
Human Resources

Coord, GPAC Patron Services

Job Description

JOB INFORMATION

Job Code	CA07
Job Description Title	Coord, GPAC Patron Services
Pay Grade	TA03
Range Minimum	$33,150
33rd %	$37,020
Range Midpoint	$38,950
67th %	$40,880
Range Maximum	$44,750
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	11/21/2024 12:50:02 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Coord, GPAC Patron Services plays a key role in supporting the Patron Services team focusing on Box Office and Front-of-House operations to create a positive experience for patrons visiting GPAC. Reporting to the Patron Services Manager, this position assists with various box office and front of house tasks, contributing to the smooth functioning of performances and/or events.

RESPONSIBILITIES

- Assists in maintaining a positive and welcoming atmosphere by providing customer service via email, telephone, and/or in person to include describing the performance/event, addressing questions, and resolving simple patron issues.
- Processes ticket orders and fulfillment to include verifying and editing order forms and monies; computing total charges; and accepting, rejecting, and organizing orders.
- Assists in the recording of ticket orders in the database to include seat assignments, patron status/entitlement, ticket issues, and patron charge updates.
- May assist in maintaining patron records for select groups to include notifications of contributions, ticket orders/issues, information/data concerning the patron, seat assignments, and priority orders.
- Contributes to basic training sessions for box office and Front-of-House personnel in customer service and ticket processing and may shadow more experienced team members to gain insights into house management and Front-of-House operations.
- Assists in usher training to ensure familiarity with venue layouts and basic safety procedures.

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

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	
High School Diploma or GED		and	1 year of	customer services experience in sales and service by phone, in-person, or online.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of computer applications in Windows environments, including Point of Sale software.	
Ability to handle varied situations that might arise such as stressful customer service situations with box office ticket sales and service.	
May encounter stressful customer service situations with patrons in the theater prior, during, and after performances as it relates to their needs, comfort, etc.	
May encounter emergency medical situations with patrons at performances. May encounter emergency safety situations at performances.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
Heartsaver First Aid CPR AED		within 90 Days	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting			X			50 lbs
Climbing		X				
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 temperatures		X			
Hazards		X			
Wet and/or humid		X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			

Vision Requirements:

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