AUBURN
Human Resources

Sr Coord, GPAC Patron Services

Job Description

JOB INFORMATION

Job Code	CA43
Job Description Title	Sr Coord, GPAC Patron Services
Pay Grade	TA05
Range Minimum	$37,510
33rd %	$42,510
Range Midpoint	$45,010
67th %	$47,510
Range Maximum	$52,510
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	9/11/2026 2:20:41 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Sr Coord, GPAC Patron Services is a member of the Patron Services team. This position assists in the daily functions of the Front-of-House and Box Office operations ensuring a world-class experience for all patrons. Reporting to the Patron Services Manager, the position serves as the lead House Manager, assists with overseeing and scheduling Patron Service employees, and coordinates ticket fulfillment processing to include seat assignments, CRM payment processing, customer service best practices, reporting, and cash management accounting for all cash, check, and credit card transactions.

RESPONSIBILITIES

- Coordinates ticket fulfillment processing to include seat assignments, CRM payment processing, customer service best practices, reporting, and cash management accounting for all cash, check, credit card, and voucher transactions complying with University guidelines and policies. May serve as Box Office lead for performances and events based on assigned schedule.
- Provides customer service to patrons in person, by telephone and e-mail. Presents opportunities for special offers, performances/events, and services. Delivers positive and accurate information and assistance in response to inquiries. Listens to and resolves patron issues in a polite, friendly, and helpful manner. Professionally represents the University to all who visit the Box Office and Front of House.
- Provides assistance with CRM ticketing and point-of-sale software and hardware functionality and maintenance, event and series implementation and scaling, patron data analysis and reporting ticket sales, collections, and all other Box Office responsibilities associated with CRM ticketing software and hardware.
- Serves as the lead House Manager for performances and events ensuring venues are clean, orderly, and safe before, during, and after each performance/event. Working with the stage manager, determines when the house is ready to open to the audience. Co-manages the training of ushers ensuring they are familiar with the venues, routes of egress, and all safety procedures.
- Assists in the instruction and training of box office and front of house personnel in customer service, ticket order processing, ushering, house management, and other Front of House positions.
- Assists in house manager and 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

Supervisory Responsibility	May supervise employees but supervision is not the main focus of the job.

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	No specific discipline required. Theatre, Theatre Management, Arts Administration, Business Administration, Sports Management, or Related Field preferred.	and	2 years of	Experience in sales and service by phone, in-person, or online working and/or with CRM ticketing or point-of-sale software.	Or
High School Diploma or GED		and	6 years of	Experience in sales and service by phone, in-person, or online working and/or with CRM ticketing or point-of-sale software.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Strong knowledge of computer applications in Windows environments, including CRM ticketing 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.	
Front-of-House and/or lobby experience as a house manager, lead usher, and/or usher for performances and/or events in theatres, arenas, and/or stadiums.	

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:	Other

PHYSICAL DEMANDS

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

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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 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.