AUBURN
Human Resources

Coord, Student & Patron Services

Job Description

JOB INFORMATION

Job Code	CA56
Job Description Title	Coord, Student & Patron Services
Pay Grade	TA08
Range Minimum	$45,040
33rd %	$54,040
Range Midpoint	$58,550
67th %	$63,050
Range Maximum	$72,060
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	5/30/2023

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Student & Patron Services Coordinator is responsible for front of house facets to include overseeing event staff, coordinating details for events, collaborating with faculty for house management and dramaturgy expectations, and managing all aspects of ticketing software for the department. Responsible for communicating with patrons, students, donors, vendors, faculty, staff, and all other guests of the department with a vast array of needs. Performs a variety of administrative duties including HR, and Finance.

RESPONSIBILITIES

- Oversees all Box Office functions to include, student employees,TES employees, volunteers, and other pertinent vendors in ticket sales, house management, parking, and oversight of ticket sales, parking passes, season passes, and event bundles.
- Manages CRM ticketing and point of scale 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.
- Guides employees in the ticket sales office including the management and oversight of ticket fulfillment processing, and CRM payment processing.
- Advises others on processes, procedures, and services; resolves policy related or procedural problems. Provides budget tracking and coordination for a unit or department.
- Coordinates large or complex projects or events including communicating with patrons, AU employees, donors and students via phone, email, and in-person.
- Reviews and verifies documentation for completeness and compliance with policies and procedures.
- Participates and/or assists in special activities such as orientations, consultations, and events.
- Performs a variety of clerical duties, such as: correspondence, filing/folders, record-keeping/ compilation/data entry, preparation/processing forms, calendars and scheduling, mail distribution and outgoing mailings, travel/expense vouchers, telephones and greeting, supplies/ inventory, limited supervision of clerical or student work, and other support duties of similar difficulty.
- Assists in scheduling classrooms, training student/TES workers on best practices and procedures, creating and updating websites, and controlling/maintaining access to facilities.

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 be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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	Bachelors Degree with no specific discipline is preferred.	and	6 years of	experience in administrative support and customer service.	

Substitutions Allowed for Experience	Yes
Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Strong knowledge of computer applications in Windows environments, including CRM ticketing software, (ArtsPeople, AudienceView, Paciolan).	
Microsoft Word, Excel, Outlook, and other relevant office applications (Teams, Box, Adobe, etc).	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				
CPR - Cardiac Pulmonary Resuscitation		Upon Hire	Desired	And
	Automated External Defibrillator	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					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking				X		
Hearing				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.