



**JOB INFORMATION**

Job Code	AB14
Job Title	Mgr, GPAC Patron Services
Pay Grade	TA09
Range Minimum	\$45,100
33rd %	\$54,133
Range Midpoint	\$58,600
67th %	\$63,167
Range Maximum	\$72,200
Exemption Status	Exempt
Date Last Edited:	2/19/2024 10:44:26 AM
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**JOB FAMILY AND FUNCTION**

Job Family:	Theatre & Arts
Job Function:	Production & Administration
EEO Position Group	61C - Exe,Adm,Asst/AsscDir,Mgr<74400

**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.
- Performs other duties as assigned by the Director of Operations at GPAC.

**SUPERVISORY RESPONSIBILITIES**

Supervisory Responsibility	Supervises others with full supervisory responsibility.
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**MINIMUM QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform the minimum requirements listed below, which are representative of the skill, and/or ability required.*

## 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		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			
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 and distinguish colors.