

JOB INFORMATION

Job Code	CA07
Job Title	Coord, GPAC Patron Services
Pay Grade	TA03
Range Minimum	\$29,500
33rd %	\$32,933
Range Midpoint	\$34,700
67th %	\$36,367
Range Maximum	\$39,800
Exemption Status	Non-Exempt
Date Last Edited:	2/19/2024 10:54:49 AM
Legacy Date Last Edited	

JOB FAMILY AND FUNCTION

Job Family:	Theatre & Arts
Job Function:	Production & Administration
EEO Position Group	63D - Prof w/Other Spec GM<64625

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.
- Performs other related duties as assigned, providing an opportunity to learn different aspects of the role.

SUPERVISORY RESPONSIBILITIES

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	
High School		And	1 year of	Customer services experience in sales and service by phone, in-person, and 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			
Noise			X		

WORKING ENVIRONMENT

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

Vision Requirements:

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