

JOB INFORMATION

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| Job Code | CA07 |
| Job Description Title | Coord, GPAC Patron Services |
| Pay Grade | TA03 |
| Range Minimum | \$31,870 |
| 33rd % | \$35,580 |
| Range Midpoint | \$37,440 |
| 67th % | \$39,300 |
| Range Maximum | \$43,020 |
| Exemption Status | Non-Exempt |
| Approved Date: | 2/19/2024 10:54:54 AM |

JOB FAMILY AND FUNCTION

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

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 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 | | 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 | | |
| Chemical | | X | | | |

WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|-------------------|-------|--------|--------------|------------|------------|
| Dusts | | X | | | |
| Poor ventilation | | X | | | |

Vision Requirements:

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