
Auburn University Job Description

Job Title: **Coord, Student & Patron Services**

Job Family: No Family

Job Code: **CA56**

Grade TA08: \$40,100 - \$64,200

FLSA status: Exempt

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.

Essential Functions

1. 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.
2. 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.
3. Guides employees in the ticket sales office including the management and oversight of ticket fulfillment processing, and CRM payment processing.
4. Advises others on processes, procedures, and services; resolves policy related or procedural problems. Provides budget tracking and coordination for a unit or department.
5. Coordinates large or complex projects or events including communicating with patrons, AU employees, donors and students via phone, email, and in-person.
6. Reviews and verifies documentation for completeness and compliance with policies and procedures.
7. Participates and/or assists in special activities such as orientations, consultations, and events.
8. 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.
9. Other duties also include scheduling classrooms, training student/ TES workers on best practices and procedures, creating and updating websites, and controlling/maintaining access to facilities.
10. May perform other related duties as assigned.

Supervisory Responsibility

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

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	High School	High School Diploma or equivalent. Bachelors Degree with no specific discipline is preferred.
Experience (yrs.)	6	Experience in administrative support and customer service.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions 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 Required Knowledge

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).

Certification or Licensure Requirements

None Required. CPR and AED preferred.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Ability to distinguish colors used in ticketing software.

Date:
