



JOB INFORMATION

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| Job Code | CA56 |
| Job Description Title | Coord, Student & Patron Services |
| Pay Grade | TA08 |
| Range Minimum | \$43,290 |
| 33rd % | \$51,950 |
| Range Midpoint | \$56,280 |
| 67th % | \$60,610 |
| Range Maximum | \$69,270 |
| Exemption Status | Exempt |
| Approved Date: | 1/1/1900 12:00:00 AM |
| Legacy Date Last Edited | 5/30/2023 |

JOB FAMILY AND FUNCTION

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| 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 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.
- 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.
- 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.
- May perform other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

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| Supervisory Responsibility | May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees. |
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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 | High School Diploma or equivalent. Bachelors Degree with no specific discipline is preferred. | And | 6 years of | Experience in administrative support and customer service. |

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| Substitutions Allowed for Experience | Yes |
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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

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|----------------------------|-------|
| 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 | | |
| 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.