



Classification Title: Patron Services Coordinator

Department:	Performing Arts	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	19
Supervision Received From:	Manager, Performing Arts Production	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Serves as the front-line interface between Palomar Performing Arts and its patrons, ensuring patron safety and a positive customer experience; oversees and participates in box office operations and serves as house manager during performances; participates in fundraising activities for the Performing Arts Department.

DISTINGUISHING CHARACTERISTICS.

The Patron Services Coordinator is distinguished from Performing Arts Marketing and Program Coordinator by the former's responsibility for patron services, including box office sales, while the latter position is responsible for marketing Performing Arts productions.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Oversees the front-of-house activities at San Marcos campus theatres and other performance venues; provides training and work direction to window staff on processing ticket orders, season subscriptions, memberships, will call tickets and closing procedures; ensures completeness, accuracy and conformance with District/departmental standards; ensures theatres are secured and locked at end of performance events.
2. Sells tickets for performances using an automated software program; maintains customer records; inputs season information into the system including titles, venues, pricing, dates and other information; coordinates group sales and complimentary tickets for performers, faculty, staff and very important persons (VIPs); prepares cash drawers for window sales; deposits daily receipts for events; deposits weekly online credit card sales and reconciles all deposits using ticketing system structured reports.
3. Coordinates a volunteer usher program and provides training to ensure safety awareness and safe practices are followed; coordinates seating arrangements for patrons with special needs ensuring that they are assisted to their seats; trains students, hourly staff and volunteers in emergency preparedness; ensures theatres are in compliance with applicable fire and safety codes; responds to emergencies involving facility and patron issues, including medical emergencies; creates and updates evacuation procedures; in the event of an emergency, oversees evacuations of patrons and staff and notifies appropriate authorities.
4. Assists with the design and distribution of printed marketing materials and ensures theatre lobbies are properly stocked before performances; assists with bulk mailings and maintains and updates mailing lists; prepares performance attendance, sales and other reports as needed.

5. Processes contracts for designers, performers and guest artists for productions and concerts following established procedures; ensures all signatures are obtained and that payments are distributed appropriately; maintains detailed records.
6. Performs general accounting tasks for theatre productions including the processing of requisitions and invoices and the creation of profit/loss reports.
7. Participates in various fundraising activities involving patron donor groups; serves on committees involving fundraising events.
8. Troubleshoots patron concerns and needs including ticketing issues.

Marginal Functions:

1. Assists with special ticketing offers, online promotions, coupons, and other items.
2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible house management and box office experience.

Education/Training: Equivalent to completion of the twelfth grade supplemented by college-level coursework from an accredited college or university in theatre, performing arts or a related field.

Knowledge of:

1. Principles and practices of performing arts productions and operations applicable to areas of assigned responsibility.
2. Automated software programs for ticket operations including report writing.
3. Use and operation of applicable modules of an enterprise system.
4. Modern office practices, procedures and equipment including computers, printers (including thermal) and applicable software programs.
5. Rules, procedures and practices governing cash handling and receipt.
6. Customer service practices and etiquette.
7. Basic methods, practices, documents and terminology used in processing accounting transactions and in financial and statistical recordkeeping.
8. Basic principles and practices of public relations.
9. Basic fundraising techniques and practices.
10. Federal and state laws, codes, regulations and policies and practices pertinent to areas of responsibility.

Skill in:

1. Organizing, setting priorities and exercising sound independent judgment within areas of responsibility.
2. Overseeing and training student workers, temporary staff and volunteers.
3. Interpreting, applying and explaining regulations, policies and procedures and reaching sound decisions in assigned areas of responsibility.

4. Troubleshooting problems in high-stress and time-sensitive situations.
5. Providing excellent customer service.
6. Using a high degree of tact, diplomacy and discretion in dealing with sensitive situations.
7. Communicating clearly and effectively, both orally and in writing.
8. Preparing clear, concise and accurate reports, correspondence and other written materials.
9. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
10. Establishing and maintaining effective working relationships with others encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The incumbent works in an office environment and in a theatre setting, exposed to loud noise and crowds.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to stand for long periods of time as well as kneel, stoop, crouch, reach and grab; and use hands repetitively to finger, handle, feel or operate standard office equipment. This position requires work shifts outside of the traditional Monday-Friday work week.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.