
Auburn University Job Description

Job Title:	Mgr, Patron Services	Job Family:	No Family
Job Code:	AB14	Grade 34:	\$45,100 - \$75,100
FLSA status:	Exempt		

Job Summary

Reporting to the Director of Gogue Performing Arts Center (GPAC) Operations, the Patron Services Manager is responsible for managing the front-of-house and daily operations of the ticket sales office and house management team, providing leadership in ticketing system administration, customer service, single ticket and subscription sales, budget and financial oversight, and staff management for the ticket sales office, concierge desk, ushers, concessions, security, housekeeping, parking, and merchandise sales for performances and events held at GPAC.

Essential Functions

1. Manages all day-to-day, performance, and event front-of-house operations including oversight of staff, volunteers, and other pertinent vendors in ticket sales, house management, safety and security, concessions, merchandise sales, parking, and housekeeping.
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. Supervises the ticket sales office including the management and oversight of ticket fulfillment processing, CRM payment processing, customer service best practices implementation, and University and AU Advancement financial accounting, reporting, and cash management.
4. Works collaboratively with Marketing and Communications and Advancement staff on annual performances, campaigns, programs, and events to reach and exceed institutional goals.
5. Conducts staff, volunteer, and vendor training on basic roles and responsibilities, industry practices, safety and evacuation procedures outlined in the Emergency Action Plan (EAP), and venue operating policies, which include the creation, implementation, and review of training documents.
6. Strategizes, documents, and implements an Emergency Action Plan for GPAC working in coordination with the Executive Director, Director of Production, Director of Operations, and key University personnel.
7. Coordinates and ensures ADA and accessibility compliance for GPAC's facilities, programming, and services.
8. Performs other duties as assigned by the Director of Operations at GPAC.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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	Four-year college degree	Degree in Theatre, Theatre Management, Arts Administration, Business Administration, or related field.
Experience (yrs.)	5	Experience in box office, ticket sales, patron services, and/or front-of-house administration or management in performing arts, theatre, dance, music, or related industry. At least 2 years' supervisory experience required. Experience in the performing arts industry preferred.

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Strong knowledge of computer applications in Windows and Mac environments including CRM ticketing software (Tessitura, AudienceView, Vedini, etc.) and Microsoft Word, Excel, Outlook, and other Office 365 applications (OneDrive, SharePoint, Teams, etc.)

Certification or Licensure Requirements

CPR and AED certifications required or must be obtained within the first 90 days of employment. International Association of Venue Managers Academy for Venue Safety and Security and/or CVP or CVE certification preferred.

Physical Requirements/ADA

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more elements such as heat, cold, noise, dust, dirt, chemicals, etc., with one often to the point of being objectionable. Injuries may require professional treatment.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.