
TOWN HALL ARTS CENTER

Job Description

Position Title: **Patron Experience Associate**

FLSA Status: Part-Time, Non-Exempt

Reports to: Patron Experience Manager

Compensation: \$15.00/hour

Revised: December 2021

Purpose

The Patron Experience Associate is responsible for creating, maintaining, and enhancing a cultural environment and physical space where patrons can build relationships and connect with live theatre and the arts at Town Hall Arts Center (THAC)! Associates in this role will assist patrons in finding the perfect arts experience by providing general information, selling and upselling ticketed events, fulfilling donation and gift certificate requests, all while embodying outstanding customer service skills and accuracy through the Box Office. Associates will be trained in the role of House Manager to fulfill during performances, which includes supervising volunteers, setting up and assisting with concessions through the night, and, most importantly, acting as a leader and resource for our patrons, staff, and volunteers!

Essential Duties/Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

BOX OFFICE

- *Patron Experience*
 - Greet and provide general information about THAC and other Littleton events to lobby visitors.
 - Sell, upsell, and fill all ticket and gift certificate requests using the ticketing program (Spektrix).
 - Assist and resolve any patron issues related to ticketing/accessibility, etc.
- *Administrative*
 - Ticketing Software (Spektrix) – Maintains accurate patron accounts in Spektrix. Produces Daily Sales Reports to record transactions by type of payment and revenue for Patron Experience Manager. Will be responsible for balancing all cash and check sales against this sales report after every shift.
 - Cash Handling – Set up cash boxes for bar/concession on performance nights and is able to accept and count back change appropriately. Experience with Square is a plus!
 - Communication – Responsible for front line communications, including but not limited to answering and returning phone calls, answering/returning/forwarding emails, using a radio, etc.
- *Performs other duties as necessary for the success of THAC.*

HOUSE MANAGER

- *Patron Experience* – Embody the Patron Experience Philosophy by assisting and guiding patrons to the appropriate area for their needs.
- *Performances*
 - Assign volunteer positions for the performance and prep all necessary resources.
 - Ensures check-in and seating of patrons runs smoothly by consistently checking in with Box Office staff and volunteers.
 - Confirm and facilitate all accessibility needs that may be required from patrons (mobility accessible seating, hearing assistance, etc.) by working with the appropriate team members.
 - Assists Box Office staff and volunteers as needed throughout the evening regarding ticketing, concessions, patron issues, cleaning, restocking, and ensuring volunteers and box staff are completing their necessary tasks.
 - Responsible for other aspects of performances, including but not limited to concessions, cash boxes, opening and closing the theatre, etc.
- *Administrative*

- Acts as a leader and resource for all THAC staff and volunteers during a performance.
- Responsible for initiating emergency response procedures in the case of emergency (will be trained appropriately).
- *Performs other duties as necessary for the success of THAC.*

Supervisory Duties (if any)

When fulfilling the role of House Manager, this role will have supervisory duties that include the oversight and in-the-moment accountability coaching for volunteers and Box Office staff. This includes, but is not limited to, making sure the expectations of the role are being met and that policies and procedures are being followed.

Employees are held accountable for all duties of this job.

Job Qualifications

Knowledge, Skills, and Abilities:

- Ability to follow all THAC policies, procedures, standards, and guidelines as well as actively participating in and attending employee meetings and completing required training programs in a timely manner.
- Ability to promote, work, and act in a manner consistent with the mission of THAC.
- Ability to make customers and their needs a primary focus of one's actions, developing and sustaining productive customer relationships.
- Ability to efficiently work at a fast pace with strong detail orientation, multi-tasking skills, organizational skills, the ability to exercise judgment, raise questions to management, and adhere to cash handling procedures.

Education or Formal Training:

- A minimum of one (1) year of experience working handling cash and providing customer service in a retail, banking, or other similar environment.
- An equivalent combination of education and experience may be substituted on a year-to-year basis.

Additional Requirements/Licenses/Certifications:

- All new hires must have or obtain a CPR/AED Certification within the first six (6) months of hire.
- Must have reliable transportation.
- Candidates must pass a criminal and Motor Vehicle Record (MVR) background check.

Working Conditions

Working Environment:

This job operates in a professional, climate controlled, fast-paced office environment with prolonged periods of sitting. This role will work specified hours as dictated by the needs of the Town Hall Arts Center at the discretion of the Patron Experience Manager. **Applicant must have daytime, evening, and weekend availability and must be able to commit to working at minimum (2) performance shifts per week.** The number of hours available for this role will max out at 100 per month, with hours equating to an average of 10-20 per week. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Physical Activities:

These are representative of those which must be met to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and/or hear. This is largely a sedentary role; however, some filing is required; it would require the ability to reach for and lift files, open filing cabinets and bend. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Employee may have to lift up to 25 pounds on an infrequent basis. When working a performance as House Manager, this role will involve a large amount of walking and climbing stairs.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Town Hall Arts Center is an Equal Opportunity Employer.