

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2022**

PATRON SERVICES SPECIALIST

FLSA STATUS: NON-EXEMPT – PAY GRADE: 11 - C

**JOB FAMILY: COLLEGE ADVANCEMENT
JOB FUNCTION: ARTIST SERIES**

GENERAL STATEMENT OF JOB

The Patron Services Specialist assists single ticketholders, subscribers, and VIP members with the purchase and exchange of tickets for all Artist Series events, and recommends the purchase of additional services and benefits. Performs other patron services related duties to enhance the patrons' overall theater experience. This position acts as the team leader for Patron Services Agents (PSA). Assists PSAs with difficult incoming and outbound calls and handles escalated customer service issues. Manages and/or solely runs the Will Call Box Office at various venues as assigned. Mentors and trains Patron Services Agents. Generates and sends daily revenue reports and reconciles daily payments. Prints and packages tickets, and performs a variety of other essential tasks in a very fast-paced environment. The Patron Services Specialist is a customer-focused, service professional, who uses established procedures, Tessitura Ticketing system, independent judgement, and various computer technology platforms to effectively do the job.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Recommends and influences new patrons, single ticketholders, subscribers, and VIP members to purchase show tickets, subscriptions, VIP memberships, parking, and other services. Processes ticket exchanges and Groupon vouchers. Communicates with patrons via phone, email, mail, and in-person. Records patron marketing feedback. Assists full-time staff with email and mail responses.

Informs patrons of a wide variety of event information, including show descriptions, COVID health and safety protocol, age appropriateness, hearing devices, ADA seating, sign language interpreters, payment plan options, VIP benefits, directions to venues, parking, dining & hotel options, and other events in the area to enhance the patrons' experiences.

Prints and prepares single tickets and season subscription packets including VIP memberships, parking passes, brochures, calendars, added benefits, and promotions for mail, delivery, office and Will Call Box Office pick up.

Places out-going calls to resolve seating issues due to postponed shows, change in venues, seating kills, event logistic issues, invalid payments, and other show specific information. As the team leader, manages how Patron Services Agents communicate event changes and sensitive matters to patrons.

Responds to inquiries and resolves complaints or concerns. Follows up in a timely manner. Proactively assesses issues and customer expectations. Handles escalated calls when Patron Services Agents need assistance. Responds to complicated issues and uses higher-level authority to assist patrons. Escalates issues to appropriate manager if needed.

Trains and mentors Patron Services Agents and is the first point of contact when PSA's need assistance. Attends Box Office staff meetings and informs PSAs of procedural changes and new information.

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Researches customer credentials on suspicious ticket accounts to determine if they are third party vendors/ticket brokers in order to regulate ticket sales.

Processes payments including cash, checks and credit cards, payroll deductions and gift certificates. Reconciles daily payments received against reports generated from ticketing software. Verifies cash drawer balances.

Assists patrons with navigating the Artist Series website, creates and recovers logins, resets passwords and assists patrons with buying tickets through the website.

Assists patrons at theater Will Call Box Office by, distributing tickets, researching accounts, and resolving ticketing issues. Manages volunteers and staff working the Will Call Box Office at various locations with patron questions/complaints they are unequipped to handle. Assists with box office reporting after Will Call Box Office closes. Responsible for solely running the box office at assigned events at various locations.

Prepares daily revenue spreadsheets (wraps) and forwards sales reports to production companies, booking agents, and other parties as requested. Assists supervisor in both routine and special departmental projects, i.e. statistical and financial analysis, research and data compilation, and ticket report preparation.

Researches up-coming shows and gives formal presentations to office staff using visual aids. Uses presentation information to educate patrons as appropriate. Keeps current on pricing changes, promotion codes, discounts etc. Monitors Artist Series website and social media pages to remain current on marketing strategies and communications.

Maintain departmental filing systems as assigned, to include department records, forms, reports, etc.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisor.

SUPERVISION EXERCISED

None.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency supplemented by a minimum of one (1) year of related experience.

PREFERRED QUALIFICATIONS

Knowledge of ticketing software in a performing arts environment. Experience in Microsoft Office applications including Word, Excel, Customer service and telemarketing experience. Strong communication and problem-solving skills. Ability to think critically and prioritize assignments. Ability to work independently and as a team. Cash counting and basic arithmetic skills. Experience as a team leader.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

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Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 8/06, 1/22