

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2006**

PATRON SERVICES AGENT

FLSA STATUS: NON-EXEMPT – PAY GRADE: 5 - C

GENERAL STATEMENT OF JOB

Employees in this category are responsible for assisting patrons with the purchase or exchange of tickets for all Artist Series ticketed events and for providing other customer services related duties.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Use ticketing software to take ticket orders.

Influence patrons to buy VIP membership, season tickets and individual show tickets.

Process individual event tickets, season tickets and VIP membership renewals to include printing, packaging and mailing.

Telemarket to subscribers and contributors

Assist with group sales.

Sell student activities discount recreation tickets

Communicate with students, staff, vendors and patrons, and responds, researches, answers questions and resolves complaints.

Accept payments including cash, checks and credit cards, and reconciles daily payment report with payments received.

Monitors the Artist Series Website and responds to patron inquiries and ticket requests.

Greet patrons at theater Will Call Box Office, distributes tickets, researches accounts and troubleshoots ticketing issues.

Assist with backstage catering and special events when needed.

Researches up-coming shows and gives presentations to office staff using visual aids.

Assist supervisor in both routine and special department projects, i.e. statistical and financial analysis, research and data compilation, ticket report preparation.

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

Perform other duties as assigned.

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.

**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.

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.

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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