



## City of Irving Job Description

### Patron Services Supervisor

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Arts & Culture
<b>Job Code:</b>	3211	<b>Reports To (Job Title):</b>	Arts Assistant Executive Director - Operations

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#### PURPOSE

Responsible for development, supervision and staff training for a consolidated Patron Services Team, including supervision of Box office and event services staff. Manage all aspects of patron relations from advancing rental client details of pre-booked events, ticketing set up and sales to providing event management in a seamless experience of outstanding service. Coordinate IAC website maintenance for events and arts center programs.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Ensure all event advance communications functions are staffed and supervise and evaluate all patron service and box office staff.
- Develop training materials and procedures for patron services activities including Box office functions and provides on-going training for staff.
- Supervise the construction of all events on the box office software system, including ticket design, internet ticketing module set up, single ticket and season options, seating plans and pricing.
- Participate in the development of the patron service work plan, which includes recommending goals, objectives, policies, and procedures, and preparing and monitoring patron service budget.
- Work directly with clients, marketing department, event booking department and production staff to plan ticket sales strategies, day-of-show setup and advancement strategies for all facility events.
- Responsible for maintaining and updating web site, including calendar and coming attraction, page design, gallery exhibitions and customer forms and online sales interface
- Maintain records of all ticket sales, memberships, merchandise and camp registrations and membership programs (via direct sales, mail order, special programs, or other means as required).
- Supervise preparation daily box office receipt reimbursement statements to ensure accurate and timely payments to IAC clients for box office sales.
- Investigate and resolve customer relations problems and complaints.
- Maintain box office phone messaging, event mobile phones and information delivery systems.
- Analyze statistics and compiles and distribute reports on box office activity, event attendance and post event reviews and the phone system.
- Maintain inventory and initiates purchase requisitions for ticket stock, forms, and supplies.
- Coordinate and implement IAC telemarketing and online marketing programs, which includes tracking and reporting results.
- Assist in the preparation of bid documents for patron service equipment, software, and services, including coordinating service provided by vendors.

- Maintain through direct repair and IT intervention Box Office computers, programs (in house and website) and printers and other necessary patron service equipment.
- Serve as member of operations and marketing teams, attending weekly meetings.
- Supervise all cash and credit transactions and reporting for Box Office.
- Perform related duties as assigned.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Maintain record of all ticket sales via direct sales, mail order, special programs, or other methods.
- Coordinate the training of client personnel and volunteers as required.
- Oversee implementation of box office software system upgrades.

### **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 12 employees.

### **FINANCIAL / BUDGETARY RESPONSIBILITY**

Develops and administers a budget of between \$200,000 – 250,000 annually. Orders Supplies, Memberships & Annual Maintenance Contracts. Oversees box office ticket receipts and disbursement preparation of approximately \$62,000 in monthly revenues.

### **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

#### **EDUCATION**

- Equivalent to an Associate's degree from an accredited college in a closely related field.

#### **EXPERIENCE**

- Minimum of three (3) years of increasingly responsible related experience required, including at least one (1) year of experience working with a computerized ticketing system and one (1) year of supervisory experience.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid appropriate Texas driver's license, or the ability to obtain one, is required.

## **KNOWLEDGE OF**

- Customer and Personal Service: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Sales and Marketing: Principles and methods involved in showing, promoting, and selling services and locations. This includes marketing strategies and tactics, sales techniques, and sales control systems.
- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Management and Supervision: Standard Operating Procedures, personnel motivation, oversight, and evaluation.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, filing and records management systems, form design principles, and other office procedures and terminology.
- Computers and Electronics: Computer hardware and software including applications and programming, especially ticketing programs and database applications.

## **SKILLS AND ABILITIES IN**

- Service Orientation: Actively looking for ways to help people.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Operation and Control: Controlling operations of equipment or systems.
- Oral Expression: Communicating information and ideas in speaking so others will understand. This includes effectively conveying information.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Speech Recognition: Identifying and understanding the speech of another person.
- Speech Clarity: Speaking clearly so that it is understandable to a listener.
- Number Facility: Adding, subtracting, multiplying, or dividing quickly and correctly.
- Solution Appraisal: Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts.
- Identification of Key Causes: Identifying the things that must be changed to achieve a goal.

## **GUIDANCE RECEIVED**

### **Priorities and Policies**

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

## **CONTACTS**

High contact with rental clients, visitors and event patrons and vendors involving difficult interactions that require persuasion and negotiations.

## **EQUIPMENT AND PROPERTY**

Windows PCs, Practical Automation Ticket Printers, TTD Hearing Assist telephony equipment, Telephone System, tables and chairs, sign stands, display equipment, easels, cleaning supplies, wheel chairs, office equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to listen, see, sit, and/or talk. Occasionally, s/he is required to drive a vehicle, lift up to 10 pounds, and/or stand. Rarely, s/he is required to pull, push, reach, and/or walk.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment is usually moderate.

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

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.