



City of Irving Job Description

Patron Services Worker

FLSA Status:	Non-Exempt	Job Department:	Arts & Culture
Job Code:	99875	Reports To (Job Title):	Patron Services Supervisor

PURPOSE

To provide a variety of event support services to patrons of the Irving Arts Center (IAC) with an emphasis on courtesy & public safety for all aspects of front-of-house operations. The position will: Assist box office with financial reporting, database management & shift coverage; Represent the IAC at public events, provide education about IAC services & programs; and, assist with various IAC public relations and marketing functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Greet patrons and serve as an IAC ambassador for patrons and clients by providing prompt and courteous service and assisting them as needed during events and scheduled shifts.
- Work with clients to ensure event objectives are met, including devising safe solutions within IAC policies for unexpected event circumstances.
- Supervise theater lobby set-up, concession, and seating activities for assigned events.
- Practice safe crowd management techniques, handling immediate problems using policy as a guide.
- Coordinate with Operations team to execute Irving Arts Center Emergency Evacuation and Emergency response plans as needed.
- Enforce compliance with Irving Arts Center policies and procedures for house operations, especially those related to public safety.
- Review required permits and licensing prior to event for compliance with all laws and city policies.
- Train client volunteers in IAC emergency evacuation, ticket taking, and ushering procedures.
- Prepare and update various post-event reports as required.
- Assist rental clients and caterers in setup.
- Restore house areas as appropriate following events.
- Report equipment problems and necessary repairs as required.
- Assist box office in covering shifts and preparation of daily box office settlement statements to ensure accurate and timely payments to IAC clients for box office activity.

OTHER DUTIES AND RESPONSIBILITIES

- Assist as needed as a ticket-taker, usher, and/or box office worker.
- As needed, assist with housekeeping & maintenance; direct housekeeping support during events.
- Coordinate with operations team to determine theatre event schedule and troubleshoot and solve problems during events.
- Assist teachers and students during children's arts & crafts classes.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to the completion of the 12th grade.

EXPERIENCE

- One (1) year of Customer Service experience in a retail or other environment with high public contact

CERTIFICATES, LICENSES, REGISTRATIONS

- CPR/ First Aid Certification.

KNOWLEDGE OF

- Customer and Personal Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Clerical Support: Administrative and clerical procedures and systems such as word-processing systems, filing and records management systems, form design, and other office procedures and terminology.
- Public Safety and Security: Public safety and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property.

SKILLS AND ABILITIES IN

- Goal-oriented Crisis Communication: Effectively structuring questioning, answering, and listening interactions with clients to determine their needs in urgent situations.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- 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.
- Oral Expression: Communicating information and ideas in speaking so others will understand.

- 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.
- Response Orientation under Duress: With focus, clarity and confidence, quickly assessing and take action resolving potentially dangerous or chaotic situations during events

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

High contact with rental clients, visitors and event patrons and vendors

EQUIPMENT AND PROPERTY

Signage, stations, easels, tables and chair as need, mobile telephones, Windows PC, flashlights and light cleaning supplies

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, stand and/or talk. Frequently, s/he is required to carry, climb, grasp, handle, feel, lift up to 25 pounds, pull, push, and/or walk. S/he occasionally is required to run or sit, and rarely s/he must lift and/or move up to 50 pounds, kneel, smell, and/or stoop. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

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 usually is loud. Lighting is often low, and this job requires the employee to make decisions directly affecting the safety of others.

* 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.