



City of Irving Job Description

Guest Services Lead

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| FLSA Status: | Non-Exempt | Job Department: | Arts & Culture |
| Job Code: | 3425 | Reports To (Job Title): | Patron Services Supervisor |

PURPOSE

To plan, organize, and provide lead guidance to staff performing the activities and operations of assigned patron services worker staff for theater events. To perform a variety of technical tasks relative to assigned area of responsibility and to provide responsible staff assistance to the theater event team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Schedule Patron Services Workers to provide quality coverage of client events.
- Coordinate training for patron services workers staff, including CPR and emergency readiness training.
- Assist in hiring, orientation, performance review and discipline of patron services workers.
- Develop and implement procedures to facilitate clear and safe movement of public throughout the theater facility, which includes monitoring audiences to make sure patrons are safely seated, no aisles are blocked, and house capacities are not exceeded.
- Work scheduled shift during events, which includes greeting and assisting patrons, and provide assistance to ticket-takers, ushers, and box office staff.
- Serve as principal liaison with Back of House to determine house readiness and coordinate pre- and post-show activities.
- Coordinate and submit Front of House report following the event and labor reports explaining any issues, problems, or contract deviations in detail.
- Complete post-event attendance reporting and patron services labor entries in Irving Arts Center (IAC) event management software for reporting and billing.
- Participate in production calls coordinating Front of House functions with client and other event staff.
- Coordinate and provide training for client event volunteers and ushers.
- Plan and coordinate front of house activities for crew call, assigning tasks to crew volunteers.
- Communicate with clients, both internal and external, to accomplish event goals.
- Schedule and attend pre-production meetings with client and other IAC staff.
- Review and obtain client sign-off on emergency and safety procedures, indemnification of items and settlement of event merchandise commissions when applicable.
- Coordinate event tasks, including, but not limited to: lobby setups and strikes, creation and deployment of appropriate signage and coordination of hospitality for IAC produced events.
- Assist in maintaining accurate inventory and upkeep of patron services equipment.
- Report any problems to supervisor immediately.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide setup and take-down assistance to renters and caterers.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 7 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

As necessary, may handle small sums of money, checks, and inventory; further, may utilize a purchase card.

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

- Two (2) years of increasingly responsible, related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- CPR/First Aid Training Certificate

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.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, filing and records management systems, forms design principles, 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.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.

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 others' reactions and understanding why they react the way they do.
- Operation and Control: Controlling operations of equipment or systems.
- Solution Appraisal: Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts.
- Training and Direction: Effectively guiding and critiquing adult learners.
- 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.
- Number Facility: Adding, subtracting, multiplying, or dividing quickly and correctly.
- Functional Supervision: Motivating, developing, and directing people as they work.

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

This position interacts daily with co-workers and administrative staff. Externally, it regularly engages with clientele as assigned and patrons attending events.

EQUIPMENT AND PROPERTY

This position utilizes computers, phones, and hearing assist 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 grasp, handle, feel, listen, reach, see, sit, stand, talk, and/or walk. Frequently, s/he is required to lift up to 25 pounds.

WORK ENVIRONMENT

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

This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate to loud.

* 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.