

Job Description

Job Title: Senior Audience Services Representative	Reports To: Box Office Manager
Department: Advancement	Division: Audience Services
Date Prepared: April 26, 2018	Date Revised: October 13, 2021
Salary: \$19 - \$20 / hour	FLSA Status: Full Time Benefitted, Non-Exempt

Position Purpose

The Senior Audience Services Representative provides efficient and courteous front-line customer service to all Arvada Center patrons. This position interacts with customers in-person and by phone to sell tickets to events, register patrons for classes, reserve entries into galleries, and provide general information about the Arvada Center.

Essential Functions

1. Customer Service
 - a. Exhibits knowledge of performing arts, gallery events, and education class registrations to deliver information to customers and assists visitors with inquiries and wayfinding.
 - b. Answers incoming administrative and Box Office phone lines, processes orders, provides information or takes messages as appropriate. y
 - c. Communicates with patrons and colleagues in a positive and effective manner and documents all contacts from patrons in order to make improvements where necessary.
 - d. Exhibits strong knowledge of customer service standards and techniques.
 - e. Demonstrates strong knowledge of Arvada Center procedures and policies.
 - f. Resolve conflict with patrons in an effective manner through careful listening.
 - g. Remains calm and professional in all situations.
2. Order Processing
 - a. Processes cash, check and credit card transactions for Gallery, Education, Rentals, and Performing Arts transactions.
 - b. Balances individual operator cash drawer each day and clears out daily transactions.
 - c. Inputs address and ticketing information into database and prints tickets for all events including exchanges, subscriptions, gift certificates and credits for patrons.
 - d. Retrieves self-service, mail, fax, and internet orders and distributes information to the box office staff.
 - e. Researches customer charge-back disputes, order issues, and confirms orders.
 - f. Processes invoicing for reservations of adult groups.
 - g. Properly documents transaction records to trace orders for future reference.
 - h. Utilizes ticketing system for order processing and remains up to date on new software updates and procedures.
 - i. Processes payments and seating requests for all new and renewing subscribers across multiple programs. Organize all subscriber information and order requests in order to best accommodate subscriber needs in a timely manner.
 - j. Researches and follows up on subscriber concerns or complaints. Escalates customer service issues if needed.
3. General Operations
 - k. Supervises part time box office staff when the Box Office Manager and Assistant Manager are not present.
 - l. Opens and closes the Gallery/Museum during regular business hours.
 - m. Assists in season planning for ticketing, subscriptions and customer service.
 - n. Assists with providing projects for part-time staff. Helps staff by acting as a resource for questions and direction.
 - o. Assists in preparation of training materials related to subscriptions and acts as lead trainer regarding subscription processes and procedures.
 - p. Provide back-up sales reporting for box office manager, and assistant manager, on as-needed basis.

Other Functions

1. Assists Box Office Manager and Assistant Manager, with training of new part-time Audience Services Representatives.
2. In conjunction with Box Office Manager and assistant Box Office Manager, acts as on-site supervisor for summer concerts. Acts as liaison with production, house management, and Concert representatives to ensure smooth front-of-house operation.
3. Assigns tasks to volunteers as needed.
4. In conjunction with Box Office Manager and assistant Box Office Manager, acts as on-site supervisor evening, and matinee events. Acts as liaison with production, and house management.
5. Other duties as assigned.

Schedule / Working Hours

This position will be required to work non-traditional hours including evenings and weekends to ensure proper coverage.

Scope of Authority:

Receives general supervision from the Box Office Manager, and Assistant Box Office Manager. Supervisor establishes daily priorities and employee evaluates and responds to new situations that require immediate attention.

Financial Accountability:

Makes decisions that affect the outcome of allocations of money for projects.-Maintains personal cash drawer and ensures appropriate cash handling.

Supervision Exercised:

No regular supervisory responsibilities – may occasionally supervise/assist part-time representatives and direct volunteers.

Working Environment/Physical Activities:

Work is performed in a general office environment. This position requires light physical effort by handling objects up to 20 pounds occasionally and/or up to 10 pounds frequently.

Material And Equipment Directly Used:

Requires use of various office equipment including standard office technology: PC computer, mouse, multiple line telephone, ticketing printer, and calculator. Word, Excel, Ticketing software (Tessitura), software applications used.

Education and Experience RequiredMinimum Education Or Formal Training and Experience:

High School Diploma or GED and a minimum of two (2) years electronic ticketing experience in an arts, sporting or registration environment OR (3) years customer service experience needed. Experience in Microsoft Office preferred.

How to Apply

Please submit a cover letter and resume to jobs@arvadacenter.org and put your last name, first name, and position title in the subject line. This position will remain open until filled.

Note:

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

The Arvada Center for the Arts and Humanities is dedicated to the principles of equal employment opportunity in any term, condition or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, sexual orientation, gender identity, national origin, genetic information, disability or any other status protected by state or local law. Candidates from marginalized communities are especially encouraged to apply.

COVID19 Update: The Arvada Center for the Arts and Humanities is requiring all employees to be vaccinated against COVID19. If hired, new employees will be required to follow this mandate.