

**Luther Burbank Center for the Arts
Job Description**

Job Title: Assistant Patron Services Manager
Department: Programming and Patron Services
Reports To: Patron Services Manager
FLSA Status: Exempt
Revised Date: 02-06-2020

Summary

Assistant Patron Services Manager (APSM) provides support to Patron Services Manager in day-to-day operations of running the Patron and Member Services office. The APSM should be able to perform many of the Patron Services Manager functions as needed.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Ticketing System

Provide additional support in Tessitura with thorough knowledge and application of the ticketing system. Responsibilities include but not limited to assisting Patron Services Manager with:

- Support and training of staff in operation of Tessitura ticketing system
- Show builds including building platinum seating, discounted tickets, subscription and multi-show packages, and consignment tickets
- Ticketing requests from internal and external clients
- Pulling data from the software for reporting needs
- Be an additional organizational resource for Tessitura
- Processing staff, artist, reciprocal, and other complimentary ticket requests as needed.

Staff Supervision

Supervise, monitor, train and support staff, including performance feedback for staff. Knowledge of Patron Services policies and procedures; be recognized as a team leader. Responsible for daily assignments, monitoring breaks and lunches, confirming final cash and daily closing reports, and overseeing the day-to-day sales operation. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Ticket and Membership Sales

Process ticket orders with speed and accuracy, both in person and on telephone; engage patrons, upsell performances, and solicit memberships and donations. Properly navigate the Tessitura software system.

Patron Service

Provide excellent customer service by answering patron questions; be well informed about the LBC in order to provide answers to a multitude of customer inquiries. Resolve patron issues positively in accordance with policy guidelines;

Assistant Patron Services Manager

APSM acts as first line of managerial response assisting staff with various patron issues and handling first-level escalations.

Administrative Projects

ArtReach

- Responsible for maintaining and expanding client database, adding to the participants in the program.
- Handles the day to day administration of the ArtReach ticket program, providing tickets to local non-profits, select groups for the underserved community, and fundraisers, to attend performances.
- Work in connection with the Programming/Education team to renew and update donation availability of shows, as well as inquire about additional possible shows for donation.
- Ensure up-to-date documentation of ArtReach donations and clients to be used for annual audits/fundraising needs for grants.
- Coordinate ArtReach program participants tickets to performances that have unused ticket allotment for performances that are suitable for their genre needs. Or coordinating for ArtReach participants to attended special performances that are offered via Programming needs.

Clerical

Data entry, filing and stocking office with supplies and other basic clerical duties as assigned. Responsible for ordering office supplies from Staples weekly.

Cashier

Process cash, checks, credit card sales, vouchers and gift certificates. Responsible for verification of beginning and ending cash funds, running daily sales reports, completing and closing daily deposit sheet. Must follow all security procedures.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (A. A.) or equivalent from two-year college or technical school; and one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence and to speak effectively with customers or employees of Luther Burbank Center for the Arts. Bi-lingual Spanish/English is preferred.

Mathematical Skills

Assistant Patron Services Manager

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability

Ability to apply common-sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have strong working knowledge of MS Word, Excel and Outlook.

Other Skills and Abilities

- Strong customer service orientation
- Ability to work with all types of people in diplomatic manner
- Results oriented
- Strong verbal communication skills
- Strong organizational skills and ability to see projects through to completion
- Ability to multi-task
- Ability to work independently with little direction
- Ability to innovate as needed with current processes to make box office more efficient
- Ability to work well with others in a team environment
- Type 25 WPM
- Make routine calculations accurately and rapidly
- Maintain a calm and courteous professional demeanor under pressure
- Ability to work weekends and/or evenings and overtime as needed
- Previous supervisory experience.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. The Luther Burbank Center for the Arts is committed to creating a diverse work environment and is proud to be an equal opportunity employer.

To apply: Please send a cover letter and resume to Kfinch@lutherburbankcenter.org. No phone calls please.