

## **LEAD CUSTOMER SERVICE REPRESENTATIVE – VISUAL & PERFORMING ARTS CENTER**

### **DEFINITION**

Under the direction of the Ticket office Supervisor of the Visual & Performing Arts Center (VAPAC), assists with oversight of daily ticket office operations, helping to lead a team of professional staff and students in efficiently providing a superior level of customer service to patrons and other constituents.

### **TYPICAL DUTIES**

Assists with oversight of daily ticketing operations – supporting walk-up, phone, mail and internet sales, and serving as lead ticket office staff person in absence of Ticket Office Supervisor; achieves a thorough understanding of the ticketing and customer relationship management system and its use; assists with accurately building events in the system, using agreed upon pricing, scaling and tracking information; tracks, codes and flags information for reporting and analysis; prepares queries and generates reports needed to summarize and track ticket sales, financials and other information.

Supports service standards, policies and procedures related to ticket office operations; complies with Folsom Lake College and Los Rios Community College District policies and procedures;

In absence of Ticket Office Supervisor, acts as a liaison between the ticket office, patrons, house staff and security at events, providing assistance with seating, ticket and/or crowd control issues to ensure a high level of customer service; summarizes and provides reports regarding ticketing operations, including ticket sales reports documenting ticketing activity; assists with coordinating the appropriate use of special tickets (e.g., complimentary, held, wheelchair, promotional) according to agreed upon policies and procedures and in accordance with contractual obligations; helps maintain ticket office supplies inventory, working with vendors to replenish as needed; enters data and other information into computers to assist with ticketing and promotion of events, maintaining of records, and communication with others;

Communicates regularly with ticket office staff to keep them apprised of current on-sale information; promotes and maintains high standards in customer service for ticketing operations; assists with monitoring phone traffic through call management tools in the phone system and use of this information to optimize staff scheduling and training, as well as to provide feedback to VAPAC's marketing effort;

Helps to develop ticket office as an effective sales/promotion force for the VAPAC; works with marketing and development staff to implement sales promotions, sales packages, loyalty programs and other strategic initiatives; proofs marketing materials for accurate ticket pricing and ordering information; provides Supervisor and VAPAC staff with feedback from front line ticket office staff; helps to track customer complaints, compliments, concerns and other feedback in the ticketing and customer relationship management system and sharing of this information with appropriate departments;

provides event information to the general public and promotes positive customer service relations;

Assists with coordination of financial and fiscal controls and accountability for the ticket office; regulates and monitors cash, check, credit card and banking transactions, deposits, reconciliation's, etc. as they pertain to the ticket office; maintains strict oversight of cash handling in the ticket office; performs daily reconciliation of ticket office revenues; approves checks and refunds; assists with the accounting and fiscal control of monies, tickets, and other valuables in ticket office safe(s); sets up and balances cash drawers, and prepares bank deposits; prepares and reports daily bank deposit logs; maintains records necessary to provide an audit trail of ticket office activity; assists with audits; answers phones and sells tickets before performances and during normal business hours as needed; troubleshoots problems as they arise; other duties as assigned.

## **QUALIFICATIONS**

### **EXPERIENCE**

Two years increasingly responsible experience working in a ticket office with a computerized ticketing system, preferably for a performing arts organization or presenting venue. Work with professional, community, and college performing arts productions is desirable.

### **EDUCATION**

Ideal candidates will have a Bachelor's degree from an accredited college or university, preferably in business, arts management, or related field. Minimum educational requirement is the equivalent of two years of full time coursework toward a Bachelor's degree from an accredited college or university, preferably in business, arts management, or related field; **OR** an Associate's degree from an accredited college or university, preferably in business, arts management, or related field; **OR** four additional years of work experience in a ticket office or related capacity such as office manager, customer service sales clerk, accounting operations, etc. (for a total of six years experience).

### **KNOWLEDGE OF**

Accounting and cash handling procedures; contemporary approaches to delivery of consistently high levels of customer service; principles and practices of effective supervision and training; interpersonal skills using tact, patience and courtesy; a thorough understanding and working knowledge of contemporary ticketing and customer relationship management systems is preferred, as is a familiarity with performing arts organizations and standard theatrical protocols; computer software related to office procedures and processes.

### **ESSENTIAL FUNCTIONS (ABILITY TO)**

Perform the basic functions of the position; sustain regular work attendance; work a flexible schedule as needed to perform specific jobs and/or assignments including frequent evenings and weekends; be punctual and dependable; plan and organize the workload of assigned areas of responsibility; oversee daily ticketing and customer service operations; organize activities to achieve an end in a timely manner; meet schedules and timelines; achieve a thorough understanding of the VAPAC's ticketing and customer relationship management system and its use; coordinate the work of others; work independently with minimum of direction; work as a member of a team; work cooperatively with the public, student organizations, campus departments, community organizations, commercial

promoters and other event producers; work effectively and sensitively with diverse constituencies; read, understand, interpret and implement from reports, audits, manuals, artist riders, and other written documents; follow directions; communicate effectively in English, both verbally and in writing; give clear directions; be detail oriented and execute good judgment; analyze situations accurately and adopt an effective course of action; recognize and solve problems in a quick and efficient manner; effectively multi-task in a fast-paced environment; perform general math calculations such as addition, subtraction, multiplication and division, as well as basic accounting; maintain records and prepare reports; use desktop computers and software, including word processors, spreadsheets, e-mail and databases such as contemporary ticketing and customer relationship management systems; maintain current knowledge of policies, procedures, regulations; accurately interpret and apply policies and regulations.

**SPECIAL QUALIFICATION**

Hold and maintain a valid Class C California Driver's License.

**PHYSICAL FACTORS**

Regularly lift up to 10 lbs. without assistance, occasionally up to 30 pounds.

**TYPICAL EQUIPMENT USED (May include, but not limited to)**

Contemporary office equipment such as desktop computers, copier, fax, telephone, calculator; ticket printers; cash drawers; two-way radios; etc.

**CLASSIFICATION**

This position is a Los Rios Community College District Temporary Classified position which is limited to a total of 110 work days in a fiscal year (July 1<sup>st</sup> through June 30<sup>th</sup>).