

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Patron Services Specialist - Roswell Cultural Arts Center

Department: Recreation, Parks, Historic and Cultural Affairs

Pay Range: \$20/Hourly, 20 - 28 hours per week

Job Status: Part Time; Day, Evenings and/or Weekends as needed

JOB SUMMARY

The purpose of this classification is to provide support functions for Recreation and Cultural facilities and staff. Work involves assisting with box office and patron services, opening/closing of facilities, communication via phone and email, general clerical work, assisting with room set-ups and takedowns, and assisting with scheduled activities and programs, marketing and communications, and data analysis and reporting. Employee is also responsible for screening and independently handling a variety of routine inquiries by telephone and in person. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee must also exercise considerable tact and courtesy in frequent contact with the general public.

ESSENTIAL JOB FUNCTIONS

- Greets visitors, sells tickets, promotes programs, directs visitors to appropriate locations, records/relays messages, and responds to requests for service/assistance.
- Performs customer service functions in person or by telephone; provides information or assistance regarding department/division services, activities, fees, or other issues; receives and/or disseminates forms/documentation; responds to routine questions/complaints, and refers complaints/problems to appropriate personnel.
- Open/Close facilities, theater, restrooms, and storage rooms with the use of keys and/or door codes.
- Train in and operate Accesso ShoWare or current ticketing software, including maintenance and set-up of scheduled events, data entry, point of sales, running reports, and all other operations relevant to the purchase of tickets and patron experience.
- Set up needed materials, equipment, and other items for programs/activities.
- Complete, understand, and interpret various schedules, calendars, attendance records, incident/accident reports, and other documents.

- Serves as liaison between staff members, Events Specialists, the public or other individuals or organizations for distributing and receiving routine information; Conveys information to appropriate department personnel.
- Assists with initiatives and administrative operations, including marketing, communications, social media, and general community outreach and promotion.
- Assist in notifying participants of scheduled programs or updates/changes in programs.
- Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies, and procedures; ensures adherence to established safety procedures; monitors the environment for individuals' safety; initiates any actions necessary to correct deviations or violations.
- Operates a personal telephone, general office equipment, or other equipment as necessary to complete essential functions, e-mail, Internet, or other computer programs or Apps.
- Communicates with supervisor, employees, volunteers, contractors, vendors, customers, the public, community organizations, and other individuals as needed to coordinate work activities, review the status of work, exchange information, or resolve problems.
- Provides administrative support for staff; relieves management staff of routine administrative tasks; screens telephone calls, mail, and other communications and initiates appropriate action/response; keeps management informed of messages, documentation, or other information.
- Assists in Monitoring inventory of department supplies and forms; ensures availability of adequate materials to conduct work activities.
- Maintains confidentiality of departmental documentation and issues.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

High School diploma. Bachelor's degree and/or experience in theater, event management, event marketing, patron services, ticketing management and customer service preferred.

Licenses or Certifications:

- None

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to read, review, prioritize, and analyze master schedules and other documents. Includes determining time management of when to complete needed tasks with multiple deadlines.

- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to exercise independent judgment to apply facts and principles to resolve problems.
- Ability to exercise judgment, decisiveness, and creativity in situations when needed.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-35 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.