

TEMPORARY STAFF JOB DESCRIPTION: PATRON SERVICES ASSISTANT

General Statement of Responsibilities:

PATRON SERVICES ASSISTANT - The primary responsibility of this position is to provide guests with a positive experience at Wallace Hall Fine Arts Center on the campus of Gadsden State Community College. This experience is created by aiding guests with accurate event information and assisting them in purchasing and/or picking up tickets to Wallace Hall events. This position is expected to work cohesively with all employees of the Fine Arts Center in maintaining an extremely positive level of guest service.

Employment Terms and Application Procedure:

All Patron Services Assistants are employed and paid by First Choice Personnel located at 225 Broad Street, Gadsden, AL 35901. Applicants should first apply in person at Wallace Hall Fine Arts Center by requesting an interview with the house manager. Call 256-549-8475 to request an interview and provide a basic resume upon arrival for this interview. If approved, applicants will then be referred to apply in person at First Choice. Be prepared to fill out an application, submit required state and federal identification (including Social Security Card), submit to a criminal background check as well as a drug test. There is a one-time \$25.00 drug test fee assessed to each applicant. This fee will be taken out of the employee's first paycheck. Once hired, the employee will report directly to the Fine Arts Center House Manager and be scheduled through the Wallace Hall office.

Responsibilities:

- Provide all guests a positive first impression of the Wallace Hall Fine Arts Center - Gadsden State Community College by offering superior, individualized guest service.
- Accurately operate the Box Office computer ticketing system to sell tickets for events.
- Problem-solve by effectively communicating with guests to locate and deliver will-call/guest list tickets.
- Provide information regarding Fine Arts Center events and facilities via face-to-face communication.
- Provide superior customer service to all internal clients.
- Assist with miscellaneous box office projects as directed.
- Assist with stocking concessions and selling concessions.
- Ushering guests and directing them to specific seats.
- Scanning tickets and ensuring all entering patrons possess valid tickets for entry.
- Complying with the Americans with Disabilities Act in assisting patrons with disabilities.
- Complying with the Front of House staff dress code for all events:
Dress Code Policy: The purpose of having a dress code is to ensure that our staff is both professionally and distinctively dressed. It is important to be easily identifiable as representing the Fine Arts Center and the College. The dress code is solid black dress slacks or a solid black dress skirt, and a solid white blouse or collared, button-down shirt with long sleeves. Please keep accessories such as scarves and jewelry to a minimum. On cold days, a professional plain black or white jacket or sweater may be worn. Ties are optional, and must be appropriate for work. All ushers are expected to wear plain black dress shoes. No sneakers, flip-flops, sandals or boots allowed! Shoes must cover and protect your toes. Wear shoes that you can stand in for several hours and do a lot of walking up and down the aisles and stairs. All clothing must be clean and ironed. Mini-skirts, t-shirts and jeans are not appropriate work attire, even if they are the right color. If you're not in proper dress, you will not be permitted to work—and will be noted as a no-show on your record.

Qualifications:

- Capability of communicating positively with guests to establish their needs efficiently and courteously.
- Skill to handle cash responsibly and accurately.
- Ability to develop a growing knowledge of the Fine Arts Center's box office systems.
- Ability to lift up to 40lbs.
- Ability to climb several flights of stairs during a short period of time.
- Must be at least 18 years of age.

Salary:

- Starting at \$8.00 per hour. Three (3) hour minimum pay per event. Work is sporadic depending on the time of the year and event schedule.