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| Job Title: | Patron Services Coordinator |
| Reports to: | Director of Patron Services |
| Approved Date: | July 2016 |

JOB PURPOSE:

This position primarily supports the Kauffman Center Patron Services department through various volunteer recruitment/retention/coordination efforts and assisting with miscellaneous front of house functions. All of these responsibilities contribute significantly in supporting our dynamic volunteer program and by providing an exceptional patron experience.

ESSENTIAL JOB FUNCTIONS:

Hours are based on a 40 hour work week. Actual hours worked may vary each week.

Volunteer Management and Support (60% - 24 hours)

Recruitment and Retention - Plan recognition events, organize appreciation activities, establish/maintain volunteer incentives, plan social outings, process volunteer applications, attend community events to promote the program

Correspondence/Interaction - Respond to volunteer emails, take volunteer phone calls, send cards (sympathy, get well, congratulations, etc.), coordinate monthly newsletter, greet administrative/daytime volunteers, explain shift responsibilities, create social/productive outlet for volunteers, maintain volunteer Facebook page and other social media

Software Maintenance - Shift entry, update volunteer hours and profiles, coordinate website, applications, fliers, emails, usernames and passwords for volunteers

Volunteer Training - Coordinate volunteer training sessions, update the volunteer handbook and Q&A's, track Volunteer Apprentices, keep training courses up-to-date

Front of House (25% - 10 hours) - House managing, coordinate program inserts, troubleshoot front-of-house issues, schedule vetting, performance preparation

Department Administration (15% - 6 hours) - Office management, weekly meetings, Gift Shop correspondence/maintenance, budget tracking support

MINIMUM QUALIFICATIONS:

- Minimum one year of volunteer management
- Minimum one year of general supervisory experience
- Minimum one year of venue/house management experience
- Must be able to work independently and to lead, train and motivate others
- Strong PC skills with proficiency in Microsoft Office including Word, Excel, Outlook, PowerPoint and Window applications
- Ability to accommodate a flexible schedule, including evenings, weekends and holidays, as well as being able to perform in a fast-paced, dynamic work environment
- Ability to work with the public and possess conflict resolution skills
- Excellent written and verbal communication skills

PREFERRED QUALIFICATIONS:

- Experience in supervising a volunteer core of 500+
- Knowledge and proficiency in VolunteerMatters and/or VSys One software
- Experience in managing social media sites
- Background in performing arts
- Familiarity with non-profit organizations

ORGANIZATIONAL VALUES: Adheres to and promotes the Organizational Values:

| ORGANIZATIONAL VALUES | | | |
|---|---|---|--|
| Own it, get it solved | Aim for excellence | Be enthusiastic | Act with respect |
| <ul style="list-style-type: none"> ▪ Integrity ▪ Honest communication ▪ Transparency ▪ Trustworthy ▪ Responsible | <ul style="list-style-type: none"> ▪ Striving to improve or meet a standard of excellence ▪ Motivated | <ul style="list-style-type: none"> ▪ Flexible ▪ Fun ▪ Embraces new ideas | <ul style="list-style-type: none"> ▪ Service ▪ Considerate of others ▪ Treat others with dignity and care ▪ Work toward shared goals |

INTENT AND FUNCTION OF JOB DESCRIPTIONS:

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal

system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.