



<b>Job Title</b>	Patron Services Lead (part-time)
<b>Reports to:</b>	Senior Director of Patron Services

### **PURPOSE OF THE JOB:**

The Patron Services Lead works to assure an excellent patron experience and to plan and deliver front-of-house support.

This position must work effectively within the Patrons Services team in a multi-venue environment. This position ensures that public spaces and performance venues are ready for guests and creates a fun and lively environment for volunteers, support staff and guests.

This role is highly visible and interacts with sponsors, vendors, clients, Resident Arts Organizations (Kansas City Ballet, Kansas City Symphony, and Lyric Opera of Kansas City), other presenting organizations and the Kauffman Center for the Performing Arts. The Patron Services Lead is expected to provide the highest level of customer service to all guests, vendors and clients.

### **ESSENTIAL JOB FUNCTIONS**

#### **Patron Services Lead Responsibilities:**

- Support the Patron Services Department in all activities needed to provide a positive customer experience and to ensure a safe and pleasant patron environment.
- Act as manager on duty for performances and events (Performance Lead), and takes leadership responsibility for front-of-house functions and supervision, including:
  - Brief volunteers and staff regarding their roles for a performance or event.
  - Supervise 4 – 7 Team Captains at any given performance.
  - Maintain readiness standards to ensure front-of-house is clean, set-up and always prepared for guests.
  - Communicate performance-specific information with the Ticket Office in order to provide up-to-date information to patrons.
  - Provide guests with accurate, up-to-date information about the Kauffman Center's and Resident Arts Organization's programs and venues.
  - Act as liaison with contracted building staff during performances.
  - Monitor and ensure smooth lobby traffic and seating of patrons.
  - Work in collaboration with all departments for the overall success of events. Assist and support the organization's accessibility initiatives to ensure an inclusive environment for all guests at every event.
- Address patron and usher issues; work with other staff (security, Ticket Office, medical) for resolution as needed.
- Coordinate merchandise sales and settlements for presenting organizations with the possibility of providing additional support staff.

- Respond to guest requests and/or grievances; identify, research and resolve guest issues by interacting as needed with various personnel to develop appropriate responses to issues and inquiries.
- Prepare end of night house reports.
- Assist the Patron Services department with projects and initiatives which may include volunteer recruitment, training and administration; security and establishing front-of-house standards and operations.
- Perform other duties as assigned.

## **ESSENTIAL SKILLS AND ABILITIES**

- Bachelor's degree and/or equivalent experience is preferred
- Able to work independently and to lead, train and motivate others
- Demonstrated ability to work with the public and use conflict resolution skills
- Strong written and verbal communication skills
- Proficiency in Microsoft Office including Word, Excel, Outlook, PowerPoint and Windows applications
- Able to accommodate a flexible schedule (primarily evenings), including most weekends and holidays, as well as being able to perform in a fast-paced, dynamic work environment  
This part-time position requires an average of 15 – 30 hours per week.
- Experience in performance venue/entertainment front-of-house supervision
- Good problem solving and strategic thinking skills
- Generate creative ideas and solutions
- Good coaching and conflict resolution skills
- Able to handle multiple priorities in high stress situations
- Able to identify, prioritize and resolve critical issues in a fast-paced environment
- Able to work collaboratively, proactively and professionally across multiple organizations and with multiple vendors

## ORGANIZATIONAL VALUES

Adheres to and promotes the organization's values (see below):

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

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

## 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.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*