

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: House Events Coordinator	Job Code: 3256
Date: October 30, 2017	EEO Code: OC
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is technical support work in the Center for the Arts with responsibility to oversee box office operations and coordinate front-of-house activities during performances and events.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Center for the Arts Manager and performs all assigned tasks under general direction. This work is distinguished by its responsibility to oversee ticketing operations and front- of-house activities, including supervising part-time staff and volunteers.

ESSENTIAL DUTIES: Oversee daily box office operations for the Center for the Arts; establish and oversee the entire ticketing process including the creation, sale, and collection of tickets; coordinate with the manager in maintaining a detailed list of upcoming events; establish cash handling procedures to ensure a system of checks and balances; prepare deposit slips and make deposits; ensure cash drawers are balanced; supervise box office staff; train staff on box office procedures; use box office specific software and recommend enhancements or program changes as needed; prepare various statistical reports; manage the lost and found program; handle customer issues and complaints.

Oversee front-of-house activities during performances and events; train staff in customer service awareness, emergency evacuation procedures, safety guidelines, crowd control, ticket taking, and patron seating practices; coordinate with staff members and users and maintain schedule of run times to ensure appropriate access to the facility before, during, and after performances; conduct meetings with the staff and/or volunteers prior to performances and events to inform them of all pertinent information; direct activities of the ushers and ensure seating procedures are followed; establish late seating policies; work to accommodate and/or provide wheelchair access, hearing assistance devices, or other accommodations; ensure safety rules and building capacity regulations are followed; ensure area is clean and presentable prior to use.

Assist with recruiting front-of-house staff and volunteers, including making recommendations on hiring and termination decisions; may identify and resolve performance issues; ensure that all staff understand, communicate, and enforce the rules and regulations; prepare and approve work schedules and ensure proper staffing levels are maintained; assist other staff members; perform other related duties as required.

MINIMUM REQUIREMENTS: Two (2) years of professional experience in accounting, ticket services, audience services, technical services, and/or a related field **OR** an equivalent combination of job-related education and experience [substituting each one (1) year of post-secondary education or training for six (6) months of experience]. Experience supervising the work of hourly and volunteer staff is highly desirable. Requires working evenings, weekends, and some daytime hours.

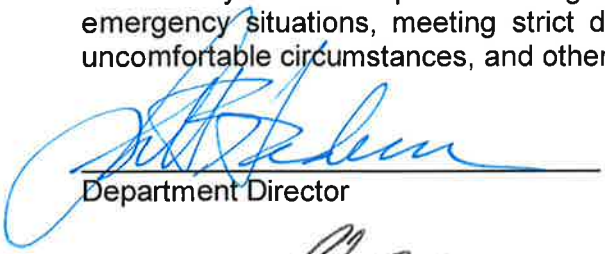
License(s)/Certificate(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: Knowledge of: standard front-of-house and ticketing procedures and methods; modern supervisory and training techniques; general accounting principles; basic ticket software programs; emergency evacuation procedures and crowd control methods; patron seating practices; the basics of the American with Disabilities Act including accommodation requirements; related laws, codes, and regulations governing functions of the position; policies and procedures established for the work system; operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** utilizing computerized ticketing programs; dealing with artists, performers, co-workers, and the general public in pleasant, courteous, and calm manner in all circumstances; communicating effectively both verbally and in writing; supervising and maintaining records on a core group of volunteers and part-time staff; training others and communicating the rules and regulations; overseeing front-of-house activities; practicing trust-building behaviors. **Ability to:** exercise independent judgement while evaluating situations and in making determinations; quickly and accurately perform work; organize assigned work and develop effective work methods; prepare clear, concise, and accurate reports; gather and report financial and sales data; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: All common trade tools, Clear-Com products, 2-way radio, ticketing computers, printers, 10-key or standard calculator.

PHYSICAL DEMANDS: Requires considerable standing, walking, bending, climbing ladders, stooping, reaching, lifting up to 80 lbs., quick movements to exit dangerous situations, and assuming uncomfortable positions for extended periods of time when necessary.

ENVIRONMENTAL FACTORS: Requires evenings and weekend work and some daytime hours. May include exposure to high-stress situations or environments, including, handling emergency situations, meeting strict deadlines, contact with individuals in confrontational or uncomfortable circumstances, and other stressful conditions related to the workplace.



 Department Director

10/21/17

 Date



 Mayor/Chief Administrative Officer

10/30/17

 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.