

Heritage Center Audience Services Graduate Assistant

REPORTS TO: Executive Director & Director of Audience Services

PURPOSE: The purpose of this graduate assistant program is to equip a graduate assistant with a “big picture” perspective on the operations and management of a successful performing arts center. This is an opportunity for a motivated student to gain operational experience in a professional setting where a graduate assistant will acquire advanced training in audience services working both independently and as part of a team.

QUALIFICATIONS, EXPERIENCE, SKILLS, ABILITIES:

1. Bachelors Degree from the University of Dubuque.
2. Minimal 20 hours of work per week for two years.
3. Outstanding verbal and written skills with some accounting knowledge.
4. Ability to provide quality customer service to patrons of UD’s Heritage Center performance venues and box office.
5. Ability to work with a variety of students, staff, faculty, alumni, and community professionals serviced by UD’s Heritage Center.
6. Proficient computer skills, (Excel Spreadsheet, Outlook, Data Entry Technology, Power Point, Word, Internet Search Engines, and social medias: Facebook, Google Plus, Instagram, and Twitter).
7. Experience in operations, retail, customer service, or sales in a supervisory role.
8. Ability to supervise and train work study students, community volunteers, and class credit workers.
9. Developed public relations skills and ability to gracefully handle challenging situations.

DUTIES AND RESPONSIBILITIES:

GENERAL

1. Work collaboratively with all Heritage Center staff, UD’s Fine and Performing Arts department, University Relations, Advancement, and Alumni offices to advance the performing arts on the UD campus.
2. Report to the Director of Audience Services for box office and front-of-house operations and to the Executive Director on event/facility marketing and programming issues.
3. Maintain excellent public relations and high customer service standards with all patrons and users of Heritage Center, both on and off campus.
4. Allow flexibility in scheduling since evening and weekend hours are often expected. Scheduled work hours vary according to Heritage Center event schedule.
5. Motivate other FOH and ticketing staff to emulate your ticketing system and ushering knowledge and efficient and customer friendly manner.
6. Maintain a professional appearance.
7. Perform other duties as assigned.

SPECIFIC

1. Supervises all FOH employees in Heritage Center, including (and not limited to) ticketing assistants and ushers.
2. Complete knowledge of the VBO ticketing system in order to train other users. Perform software maintenance, trouble shooting, and updates.
3. Supervise performance venue seating layouts for each event and assist to ensure that all FOH responsibilities are carried out in an efficient and customer friendly manner.
4. Assist with implementation of safety procedures and policies for Heritage Center facilities.
5. Supervise ticket sales and help maintain VBO database records to ensure accuracy. Assist with daily box office financial reports upon request and train others to assist.
6. Serve as resident House Manager for all events and demonstrate a willingness to perform any front-of-house position during performances including, but not limited to, greeter, seater, scanner, program handler.
7. Coordinate and maintain the volunteer ushering program and class credit ushering program for Heritage Center.
8. Interview and hire new FOH employees that will maintain Heritage Center’s high level of customer service. Apply disciplinary actions as warranted or needed.
9. Consult and assist guest artists with their merchandise sales.
10. Be available for various pre or post-show functions occurring in other areas of the building, but held in conjunction with theater events.
11. Compile post-event reports and share with management, upon request.
12. Serve as liaison with catering services occurring on Heritage Center premises and work with other Heritage Center staff to facilitate FOH needs and lobby displays.