

Coordinator, Ticketing and Patron Services
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=143961>

Downloaded On: Sep. 24, 2020 1:37pm

Posted Jul. 7, 2020, set to expire Nov. 3, 2020

Job Title	Coordinator, Ticketing and Patron Services
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	Jul. 7, 2020
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Arts/Museum/Theater
Apply Online Here	https://apptrkr.com/1947276

Apply By Email

Job Description

Coordinator, Ticketing and Patron Services

Position Number: 2013141075

Department: Technical Services

Job Category: Classified Unit A

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours): Monday - Friday: 9:30 a.m. - 6:00 p.m.



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Salary Range: A-88

Salary: Steps 1 - 6: \$4,729- \$6,036 per month

Shift Differential: Shift differential eligibility based on the current collective bargaining agreement

Open Date: 02/27/2020

Initial Screening Date:

Open Until Filled: Yes

Application Procedure:

Complete application packets will be accepted until the position is filled.

Applicants must submit all of the following materials online unless otherwise noted at [\[url=http://hrjobs.mtsac.edu\]](http://hrjobs.mtsac.edu)Mt.SAC Employment Website to be considered for this position:

1. A Mt. San Antonio College online application.
2. A cover letter describing how the applicant meets the required education and experience.
3. A detailed resume that summarizes educational preparation and professional experience for the position.
4. Two (2) letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).
5. If applicable, College and/or university transcripts showing the awarded/conferred degree are required and must be submitted with the online application by all applicants, including current or former employees of the college, to demonstrate that the required educational qualifications are met. Unofficial transcripts are acceptable at the time of application; however, copies of diplomas are not accepted in lieu of transcripts.

Health & Welfare:

The College contributes an annual premium up to the family coverage amount for Kaiser Permanente \$15 office visit medical, DeltaCare HMO dental, VSP vision and life insurance plans. Lifetime retirement benefits provided for eligible retirees.

The District participates in the Public Employees Retirement System (PERS), State Teachers

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Retirement System (STRS) retirement programs, and National Benefit Services.

*Note Salary and Health & Welfare Benefits are subject to change

Basic Function/Overview:

DEFINITION

Under general direction, plans, organizes, coordinates, and provides direction and oversight for the box office operations at the Performing Arts Center; coordinates box office operations, including customer service, online ticketing sales, sports events, and other special events and campus activities; oversees box office systems, including online ticketing software, Center website, and customer database; coordinates the assigned activities with other College departments, divisions, clients, local residents, community groups, and private businesses; serves as system administrator for the box office ticketing application; supervises and oversees all patron and ticketing services for the Performing Arts Center including staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator classification that has lead, program coordination, administrative, and day-to-day operational responsibilities. Incumbents are responsible for overseeing, coordinating, and participating in box office operations to ensure that the Performing Arts Center box office services and activities are safe and effective and provide the highest level of customer satisfaction for public use. Responsibilities include inspecting and planning, scheduling, and directing box office operations and services in a timely manner, and performing a wide variety of tasks in the operations and activities of the box office. This class is distinguished from the Assistant Director, Technical Services in that the latter is a full supervisory-level class and has responsibilities of a highly specialized technical and complex nature requiring a different level of skill, knowledge, and experience.

Essential Duties/Major Responsibilities:

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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1. Oversees, coordinates, and participates in the day-to-day operations of the box office at the Performing Arts Center and providing responsible customer service in operating the box office for the Performing Arts Center; monitors and evaluates the effectiveness of the box office operations, activities, and community events and recommends improvements or modifications.
2. Plans, schedules, prioritizes, and assigns box office work; communicates status of activities and services to appropriate personnel, working cooperatively to schedule activities and services in accordance with established and special operational priorities; participates in performing the most complex and specialized box office work.
3. Provides direction and guidance to assigned box office staff; orients, instructs, and trains employees in work methods and procedures, use of computer systems and software, and relevant safety precautions; monitors, reviews, controls, and evaluates quality of work; provides input to performance evaluations.
4. Coordinates event ticketing with producers and directors; assists with setting ticket prices and provides research/data to substantiate findings; evaluates and determines accommodation of special requests from event producers; oversees event wrap-up and ensures ticket reporting and proceeds are provided in a timely manner.
5. Coordinates group sales and consignment tickets for the ticket sale program; monitors program; coordinates special arrangements for ticket sales, including group sales, complimentary tickets, and consignment orders for user groups.
6. Responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries, concerns, and complaints from the public as necessary to ensure an expedient and satisfactory resolution.
7. Oversees and coordinates cash handling procedures, including safety, storage, and transport; ensures that procedures are in place and followed; performs daily accounting and reconciliation of deposits and credit card sales; investigates discrepancies.
8. Designs and configures the online box office ticketing website; updates box office ticketing information on phone recordings and website; ensures the timeliness and accuracy of all information.
9. Serves as system administrator for the box office ticketing application; provides system training to all users; verifies and reviews information entered into databases for completeness and conformance with established regulations and procedures; researches, compiles, and analyzes information; prepares specialized reports related to services and activities, including ticket sales, revenues, and final event reports; serves as vendor liaison on application issues; contract amendments, upgrades and improvements.
10. Coordinates and oversees the activities of the Front of House staff, including House Managers, Ushers, Concessionaires, and Courtesy Cart Drivers; trains staff on customer service techniques and emergency procedures.
11. Oversees concession operations; purchases concession supplies and inventory; maintains and monitors inventory; ensures proper food and cash handling procedures are maintained; maintains

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records of purchases; assists in developing budget figures for specified areas; monitors expenditures.

12. Coordinates and oversees admissions for stadium events; trains, schedules, and supervises admissions gate staff; designs and sets up queue system; designs, prints, and sets up appropriate signage.

13. Monitors use of the Performing Arts Center by user groups to ensure a safe environment; opens, closes, and secures building for events; assists in enforcing established rules of facility use and participant conduct.

14. Participates in administrative activities and other departmental support, including serving as the department webmaster and a representative for inter-departmental efforts; assists with event set-up and strike; certifies employees to drive utility carts.

15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral presentations related to assigned areas if needed.

16. Performs other related or lower classification duties as assigned.

Other Duties:

Knowledge Of:

Knowledge of:

1. Basic principles and practices of providing technical and functional direction and training to assigned staff.

2. Principles, practices, methods, techniques, procedures, and service delivery needs related to box office ticketing and concession operations and services.

3. Applicable federal, state, and local laws, regulations, codes, and guidelines related to the program area and facilities to which assigned.

4. Basic principles and practices of program administration, including accounting and purchasing.

5. Principles and practices of public relations techniques.

6. Principles and procedures of recordkeeping, report preparation, and cash collection and handling.

7. Basic principles and practices used in the operations, maintenance, and administration of network operating systems, computer equipment, and related software, including online ticketing software and website including HTML coding.

8. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.

9. Principles, practices, and techniques of effectively dealing with the public and basic public relations.

Skills and Abilities:

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Skills and Abilities to:

1. Plan, schedule, assign, and oversee activities of box office personnel.
2. Inspect the work of others and maintain established quality control standards; train others in proper and safe work procedures.
3. Identify and implement effective course of action to complete assigned work.
4. Plan and prepare box office activity schedules, staffing schedules, reports, and other related program materials.
5. Understand the organization and operation of event ticketing, live events, and theater necessary to assume assigned responsibilities.
6. Analyze and evaluate community needs and work with community groups in the development of programs, activities, and events.
7. Compose reports independently or from brief instructions; maintain records and databases.
8. Maintain accurate logs, records, and basic written records of work performed.
9. Follow department policies and procedures related to assigned duties.
10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
11. Operate modern office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications/Education & Experience:

Equivalent to an Associates degree from a regionally accredited college and a minimum of three (3) full time equivalent years of supervisory or lead experience in a customer service based industry, preferably Front of House Management in a professional performing arts facility. Additional years of experience can be substituted for the required education on a year-for-year basis.

Equivalencies:

Preferred Qualifications:

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License(s) & Other Requirements:

Examination Requirements:

Working Environment:

Incumbents work in an enclosed theater and office environment and at outdoor events, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, mechanical and/or electrical hazards, and dust, fumes and allergens and vermin, insects, and parasites. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demands:

Must possess mobility to work in a standard theater and office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is partially an office classification and working outdoors on a frequent basis is required. Standing in work areas for extended periods of time and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and duplicating equipment and cash register. Positions in this classification bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push and pull materials and objects weighing up to 50 pounds, and occasionally heavier weights with the use of proper equipment.

Hazards:

Conditions of Employment:

Official offers of employment are made by Mt. San Antonio College Human Resources and are made contingent upon Board approval. It is also required that a final offer of employment will only be made after the candidate has successfully been live-scanned and clearance for employment is authorized by Human Resources. Costs for live-scan services shall be borne by the candidate.

Notice to all prospective employees The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in Administrative Procedure 3518, titled Child Abuse Reporting, as a condition of employment.



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As required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, the Mt. San Antonio Community College Annual Security Report is available here:

[url=http://www.mtsac.edu/safety/pdf/ASR_2017.pdf]Mt. SAC Annual Security Report 2017

The person holding this position is considered a Responsible Employee under Title IX of the Educational Amendments Act of 1972 and is required to report to the Colleges Title IX Coordinator all relevant details reported to him or her about an incident of alleged sexual misconduct including sexual harassment, sexual assault, dating and domestic violence and stalking.

Typing Certificate Requirements:

Special Notes:

Please note: A confirmation number will be assigned when your application packet indicates the supplemental questions have been answered and a document has been attached to each required link. Assistance with the online application process is available through the Office of Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [url=employment@mtsac.edu]employment@mtsac.edu.

DO NOT include photographs or any demographic information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

TRAVEL POLICY: Costs associated with travel in excess of 150 miles one way from residence for the purpose of an interview will be reimbursed up to \$500 maximum. Relocation costs will be borne by the successful candidate. Travel reimbursement claims (original receipts) must be submitted no later than 30 days following the interview date.

Foreign Transcripts:

Foreign Transcripts: Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the application and submitted by the filing deadline.

Inquiries/Contact:

Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [url=employment@mtsac.edu]employment@mtsac.edu.

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Selection Procedure:

A committee will evaluate applications, taking into account breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. The screening committee reserves the right to limit the number of interviews granted. Meeting the minimum qualifications for a position does not assure the applicant of an interview.

Interviews may include a writing sample, committee presentation, and/or performance test. The start date will be following Board approval and receipt of live scan clearance.

Special Instructions to Applicants:

To be guaranteed consideration, it is the applicants responsibility to ensure that all required materials are received before the initial screening date and time indicated on the job posting. Incomplete application packets will not be considered. All application materials will become College property, will not be returned, and will not be copied. Please visit our employment website at [url=http://hrjobs.mtsac.edu]Mt. SAC Employment Website to complete and submit your application for this position.

Letters of Recommendation

Confidential letters of recommendation are not accepted for this position. All letters of recommendation must be uploaded to the application.

EEO Policy:

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

Conflict of Interest:

Mt. San Antonio College employees and the Board of Trustees members shall not engage in any employment or activity that is inconsistent with, incompatible with, or in conflict with Mt. San Antonio Colleges Administrative Procedures (AP 2710 Conflict of Interest, AP 2712 Conflict of Interest Codes).

Cancel RTF Policy:



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WE RESERVE THE RIGHT TO RE-OPEN, RE-ADVERTISE, DELAY OR CANCEL FILLING THIS POSITION.

THIS RECRUITMENT MAY BE USED TO FILL FUTURE VACANCIES.

To apply, visit [url=https://apptrkr.com/1947276]https://hrjobs.mtsac.edu/postings/7642

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

Mt. San Antonio College

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