



Lawrenceville Arts Center PATRON SERVICES MANAGER

Aurora Theatre is one of the top professional theatres in the state of Georgia, located in Gwinnett County with an operating budget of \$4.5 million, welcoming more than 86,600 visitors each season at over 650 ticketed events. Lawrenceville Arts Center (LAC), a brand-new premier arts and culture venue located in historic downtown Lawrenceville, GA. opened in October 2021. With 5 distinct spaces (and endless funky alcoves) LAC is the perfect venue for your next performance, convention, corporate meeting or celebration. Home of Aurora Theatre, LAC is sure to be a destination location for not only Gwinnett County and Georgia, but the entire Southeast region!

SALARY: Part-Time, \$16 an hour. Maximum 30 hours a week

To best show LAC's commitment to inclusion, diversity, equity, access, and excellence in our workspace, we encourage ALL qualified applicants to apply. LAC is an equal opportunity employer.

TO APPLY: Please send resume and cover letter to hiring@auroratheatre.com:

John Geertsen
Complex General Manager
Hiring@auroratheatre.com
Subject: Patron Services Manager

REPORTS TO: Director of Patron Services

Position Responsibilities

- Coordinate with the Director of Patron Services on day-to-day operations.
- Be responsible for the creation of events, promo codes, pricing rules, and discounts in the Tessitura Ticketing System, upon request.
- In collaboration with the Director, ensure reconciliation on any issues between ticket sales and the finance department including shortages and overages in cash drawers.
- Support the Director of Patron Services in training and supervision of ticket office staff.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train all Patron Services personnel in customer service standards.
- Proactively check Patron Services voicemails/emails, reply and resolve these communications promptly and keep a detailed record of these interactions.
- Keep the lobby and Box Office area clean.
- Assure Managers on Duty act as a point of contact in the lobby interfacing with all teams and patrons.
- Additional duties as assigned.

Qualifications:

- Outstanding leadership skills, customer relations and communication.
- Ability to calmly and rapidly reframe thinking in an emergent situation.
- Knowledge and appreciate for performing arts preferred.
- Exceptional attention to detail with organizational skills.
- Bilingual preferred.
- Excellent interpersonal and communication skills, self-motivated and results oriented.
- Customer service focused, proactive, positive attitude with guests, staff, and co-workers.
- Able to clearly articulate Aurora's goals, mission, and policies.
- Knowledge of Microsoft Office, Tessitura and VenueOps (or other similar booking software), and Clover POS system a plus.
- Any successful applicant must have and maintain a current Driver's License.
- Any successful applicant must be able to pass background checks.

CULTURE

Lawrenceville Arts Center is an inclusive art space where you will be part of a thriving cultural scene (music, theatre, dance, & visual arts). Join a creative culture that works under "Group Speak" (all voices welcomed). We value equity in the workplace, and we fight for civic, corporate and cultural understanding. Plus, we have a lot of fun!!!

Aurora recognizes that conversations about salary can be difficult. We strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Aurora will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.