

Position Description

Krannert Center for the Performing Arts

Date of Position Description: 5/25/17

Current Incumbent:

Current Classification: Customer Service Assistant

Position Number: UA4299

Department: Krannert Center for the Performing Arts

Reason for Description: New Position

Function

Working in cooperation with the Patron Services Director, this position is responsible for ensuring the safety, service and comfort of all individuals who attend performances and events at Krannert Center for the Performing Arts, accomplishing this through management of day-to-day activities and logistics.

Organizational Relationship

Provosts and Vice Chancellor for Academic Affairs/Dean, FAA
Director, Krannert Center
Associate Director for Marketing/Associate Director for Finance and Operations
Co-Director Patron Services
Customer Service Assistant
Student Workers

Duties and Responsibilities

- Personnel Management (in cooperation with the Patron Services Director)
 - Assist in staffing and training undergraduate and graduate students for front of house positions, including training in emergency, accessibility, and customer service procedures
 - Help maintain employment paperwork regarding these employees
 - Help maintain staff contact lists and email distributions
- Administrative Duties
 - Responsible for creating information sheets for events
 - Distributes programs for archives
 - Keep an accurate uniform inventory (both summer and school year)
 - Assist with maintaining, cleaning and organizing Patron Services areas
 - Monitor and clean out Lost and found
- Volunteer Groups: Krannert Center Student Association (KCSA) and Krannert Center Community Volunteers (KCCV)
 - Assist in advising the volunteer ushering departments
 - Train volunteer ushers, in coordination with Patron Services Director, Outreach Director and KCSA Ushering Directors
 - Maintain volunteer databases, email lists and mailing lists.

- Other duties as assigned

Qualifications

- Flexibility, ability to change with the situation
- Strong attention to detail
- Ability to multi-task
- Responsible work ethic
- Strong customer service skills
- Strong computer skills, including Microsoft Office and database management
- Front of House experience desired
- Experience working with students/volunteers desired

Essential Physical Function

- Position currently requires approximately 10-15 hours a week working events
- Work hours may include evenings and weekends as event schedule requires
- Position involves remaining in a stationary position for long periods, ascending stairs, and moving boxes of brochures and mailings weighing up to 10 pounds
- Ability to perform under pressure