Guest Services Manager

Purpose of the role:
Under direction of the Deputy Cultural Affairs Director/General Manager, the Guest Services Manager is responsible for management of the patron-facing operations of the Bank of America Performing Arts Center; oversees front of house and box office operations to ensure high-quality customer experiences; ensures work quality and adherence to established policies and procedures; exercises independent judgment and discretion; performs the more technical and complex tasks relative to assigned area of responsibility; and performs related duties as assigned.

Distinguishing Characteristics:
The Guest Services Manager is responsible for leadership and oversight of the Guest Services division, which includes box office and front of house operations. Incumbents in this class are responsible for developing and implementing the division’s goals and objectives and for planning, organizing, and directing the work of subordinate staff. Assignments are broad in scope and are carried out with significant autonomy. Incumbents are expected to handle complex and difficult assignments including analysis, planning, implementation, and special projects as required.

Essential Duties and Responsibilities:
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, organizes, controls, integrates, and evaluates the work of the Guest Services division; develops, implements, and monitors long-term plans, goals, and objectives focused on achieving the department's mission and priorities; manages and directs the development, implementation, and evaluation of plans, processes, and procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City’s Personnel Rules and Regulations.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Establishes processes and methods for providing patron-facing customer services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices that support the City’s mission and values.
- Participates in the development of the department's annual budget; forecasts funds needed for the division's staffing, equipment, materials, and supplies; approves division expenditures and implements budgetary adjustments as appropriate and necessary.
- Manages box office ticketing system and ticket sales procedures, accounting, and analysis for the City's Bank of America Performing Arts Center.
- Directs and implements venue Ambassador procedures and protocols in support of Guest Services, balancing exceptional guest experience with efficiency, while maintaining the City's commitment to safety and security.
- Coordinates and manages services, activities, and operations with other City departments as well as vendors and contractors.
- Provides staff assistance to the Deputy Cultural Affairs Director; completes special projects as assigned; represents the City at various meetings and events; prepares and presents staff reports and other necessary correspondence.
- Responds to public inquiries and concerns; attends meetings with other departments and City staff and stakeholders.
- Maintains current knowledge of new trends and innovations in the field of venue management, guest experience, and live events.
- Performs related duties as required

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

**Knowledge of:**
- Operational characteristics, services, and coordination of venue and event management procedures and techniques for a performing arts facility.
- Principles and practices of program development and administration, and strategic planning.
- Computerized ticketing systems and acceptable methods of accounting, cashiering and bookkeeping.
- Principles of leadership, management, supervision, training, performance evaluation, and employee development.
- Basic principles and practices of municipal budget preparation and control.
- De-escalation, crowd management, and customer service.
- Pertinent federal, state, and local laws, codes, and regulations.

**Desired Minimum Qualifications:**

**Ability to:**
- Oversee and participate in the management of a comprehensive venue operations program.
- Select, train, supervise, organize, and evaluate staff.
- Develop and implement goals, objectives, policies, and procedures for providing guest services.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
• Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
• Assist in the preparation and administration of large and complex budgets.
• Work varying hours, remain calm in stressful situations, and stand for extended periods of time.
• Interpret and administer Cultural Affairs Department and City policies, goals, and objectives.
• Prepare clear, concise, and comprehensive reports.
• Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
• Communicate clearly and concisely, both orally and in writing.
• Establish and maintain effective working relationships with those contacted in the course of work.
• Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

➢ Effective Communicator
➢ Strategic Thinker
➢ Problem Solver and Decision Maker
➢ Planner and Organizer
➢ Interpersonally Effective
➢ Skill and Career Development Coach
➢ Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:
A Bachelor’s degree from an accredited college or university with major course work in venue management, public or business administration, theatre arts or a related field.

Experience:
Six years of increasingly responsible theatre/live event experience, including two years of lead supervisory responsibility.

Licenses; Certificates; Special Requirements:
A valid Class C California driver’s license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift drag, and push/pull files, equipment, and materials weighing up to 25 pounds; and operate office equipment. Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. Hearing: Hear in the normal audio range with or without correction.

Environment: Theatre experience setting; regular interaction with City staff, the public, community organizations and theatre patrons; may be required to work extended hours including nights, evenings, weekends, and holidays; occasionally works in outdoor weather conditions.
Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/1/2023
Date Revised: