



Tryon Fine Arts Center Position Description

Job Title	Patron Services Manager	Classification	Part Time Hourly
Reports to	Executive Director	Revised Date	June 2021

Statement of Primary Purpose

In support of the mission, all programs and activities in the Center, this position is responsible for all aspects of ticketing services. This role is a major “face” of TFAC, serving as the liaison with the patrons and community partners with full consideration of quality customer service.

Essential Responsibilities

- Utilize ticketing platform usage to set up tickets and manage in person, online and phone ticket sales for all events held at TFAC
- Work with TFAC admin team to facilitate registration when applicable for programs offered by TFAC Arts in Education
- Manage ticket holder lists for development and marketing as well as community partners
- Coordinate all promotional codes and special offers for TFAC and community partners
- Coordinate Volunteers for Box office and FOH volunteers for events
- Work with ED and marketing to implement season pre-sales for patrons
- Work with marketing staff to facilitate ticket information on TFAC's website
- Manage group sales for the school Arts Outreach for Kids
- Oversee the box office at all presentations and performances. Maintain a presence in the lobby to welcome the public, providing customer service. Train and supervise box office volunteers for the sale of tickets and customer service during business hours.
- Other duties as assigned

Skills and Abilities

The successful candidate must have:

- Experience with ticketing platforms and CSM
- A demonstrated ability in Microsoft Office Suite and Google Apps
- Excellent communication skills and a strong attention to detail
- Focus on administrative details
- Flexible hours for evening and weekend productions
- An enthusiastic and welcoming passion for the arts and the Center

This position description covers the most essential functions and duties associated with this position. Tryon Fine Arts Center reserves the right to alter duties, responsibilities, conditions, working hours, and job title with or without notice.