

# City of Americus, GA



Title: Patron Services Coordinator

Class Code: 2506

## JOB DESCRIPTION

### General Description:

The purpose of this class within the organization is to manage an efficient box office operation for performing arts and cultural events. Perform operational duties such as selling tickets and merchandise, processing revenues, providing customer service, answering phones, preparing reports, and staffing events with volunteers

### Duties and Responsibilities:

**The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.**

- Receive reservations, sell and print tickets, collect money, make change, and keep accurate records of money taken in and tickets sold.
- Perform front of house duties such as event preparation, volunteer staffing, and customer service solutions.
- Reconcile all monies received and disbursed to Finance Department.
- Assist in planning, organizing, participating in and executing special events and programs; Assist in scheduling activities within the department and through outside groups.
- Assists in publicizing and promoting events.
- Performs related work as assigned.

### Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent; Requires one year of secretarial or clerical work or closely related experience; Required qualifications may be any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

### Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves sustained keyboard operations.

### Unavoidable Hazards (Work Environment):

None.

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### Special Certifications and Licenses:

None.

### Americans with Disabilities Act Compliance

The city of Americus is an Equal Opportunity Employer. ADA requires the city of Americus to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

By signing below, I confirm that I have read the above job description and understand the requirements, duties and responsibilities of the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

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