



Guest Services Associate Success Map

Position Overview Reporting to the Front of House Manager, a Guest Services Associate is a part-time, non-exempt member of the team responsible for providing professional and friendly service for visitors and managing daily front desk operations.

Reports to: Front of House Manager

Direct reports: None

Focus Area 1: Customer Service and Sales

Success Statement: Visitors to the AcA feel genuinely welcome, receiving effective and friendly service at all times.

Performance Standard:

- Greet incoming visitors and provide general knowledge of the organization, facility, and programs.
- Operate the multi-line phone with a high degree of professionalism, answering inquiries, routing calls to the correct department/person, selling tickets over the phone, and following up with patrons, as needed.
- Efficiently conduct box office sales by phone and in person through AcA's ticketing platform Choice.
- Maintain an understanding of AcA's programs, especially ticketed performances, membership tiers, fundraising events, summer camps, workshops, and more.
- Work evenings and weekends as needed and scheduled, including performances, private rentals, Second Saturday ArtWalk, Student Arts Expo, Gulf Brew, and others.

Focus Area 2: Front Desk Management

Success Statement: The front desk is part of a tidy, professional front of house operation that ensures that AcA property, equipment, and customers are treated with utmost respect.

Performance Standard:

- Provide oversight of the front of the house while the building is open to the public.
- Report unsafe conditions, major cleaning and maintenance needs, and suspicious activity to the Front of House Manager to ensure a clean, safe environment for all.
- Settle daily sales and keep an accurate and balanced cash bank at all times.
- Understand and operate various sales platforms (Square, Eventbrite, ChoiceCRM, Salesforce), and input customer information with extreme attention to detail and consistency.



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for the Arts

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- Maintain a clean, organized workspace and personal appearance with no food or beverages insight of patrons.
- Complete front of house cleaning as directed by the Front of House Manager.
- Communicate with other AcA staff using multiple programs and platforms; Slingshot, Basecamp, GSuite, etc.
- Perform other duties that may arise related to the management of the AcA front of the house.



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