



Front of House Coordinator

Success Map

Job Title: Lead Guest Services Associate

Reports To: General Manager

Position Overview

Reporting to the General Manager, the Lead Guest Services Associate is a part-time, hourly member of the team responsible for providing professional and friendly service for visitors, managing daily front desk operations, and overseeing the AcA volunteer program.

Focus Area 1: Customer Service and Sales

Success Statement: Visitors to the AcA must 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 SimpleTix.
- Maintain an understanding of AcA's programs, especially ticketed performances, 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 presentable and professional front of house operation that ensures that AcA property, equipment, and customers are treated with the utmost respect.

Performance Standard:

- Provide oversight of the Front of House while the building is open to the public.
- Report unsafe conditions, cleaning and maintenance needs, and suspicious activity to the Facility Manager to ensure a clean, safe environment for all.
- Settle daily sales with the supervisor and keep an accurate and balanced cash bank at all times.



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- Understand and operate various sales platforms (Square, Donorbox, SimpleTix) and input customer information with extreme attention to detail and accuracy.
- Communicating with other AcA staff using multiple programs and platforms, such as Square, Basecamp, GSuite, etc.
- Perform other duties that may arise related to the management of the AcA front of house.

Focus Area 3: Volunteer Coordination

Success Statement: AcA has a dedicated, well-prepared volunteer workforce that helps provide great customer service and keeps patrons safe and secure.

Performance Standard:

- Oversee recruitment of volunteers to ensure the AcA has a sufficient pool of qualified and trained volunteers available for the variety of year-round events and activities.
- Liaise with volunteers on behalf of the AcA to ensure clear communication of responsibilities, scheduling, and time tracking.
- Maintain volunteer handbook, ensuring policies and procedures are up-to-date
- Manage corps of trusted "lead volunteers" and keep a close working relationship with them.

Focus Area 4: Workplace Relationships

Success Statement: AcA has a cohesive team that supports one another and the mission of the organization.

Performance Standard:

- Report to the General Manager
- Attend weekly staff meetings and logistics meetings to ensure proper staffing for events.
- Prepare for and participate in regular team meetings and meetings with leadership, as requested
- Recruit and manage front of house volunteers
- Assist other staff members, as appropriate
- Assist with special projects, as appropriate

Qualifications

- Must be a team player
- Must have a flexible schedule
- Superior organizational skills



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- Ability to work well under pressure
- Ability to work independently
- Superior communication skills
- Comfortable with technology and being able to use a variety of programs; GSuite, Microsoft, SimpleTix, Donorbox, and others
- Experience in customer service a plus, but not required