



JOB DESCRIPTION

Job Title: Patron Services Manager

Department: Front of House

Reports To: Front of House Manager

FLSA Status: Part-Time

MISSION:

The mission of The Tobin Center for the Performing Arts, a non-profit arts organization, is to serve as San Antonio's cultural arts center, driving meaningful change in the community through the arts by providing world class entertainment in state-of-the-art facilities, supporting the work of local performing arts organizations, and ensuring inclusive and accessible arts education and outreach programs to San Antonio's diverse population.

To fulfill its mission, The Tobin Center established Tobin Entertainment LLC to generate additional financial support for Tobin Center programs and ensure quality arts entertainment is available to the public in performing arts centers and other venues throughout the United States.

DESCRIPTION:

Situated along the banks of the San Antonio River in the heart of the city, The Tobin Center for the Performing Arts transformed arts in San Antonio. Its stunning architecture, creative interior design and lighting, exceptional acoustics, and blockbuster talent from around the world attracts widely diverse audiences from San Antonio and the region.

The remarkable flexibility of the 1,750 seat H-E-B Performance Hall, with its distinctive "flat-floor" capability, opens the door for performances and events of almost any sort. The acoustics can be "tuned" to fit the performance and the physical set-up of the performance hall; and the sound insulation throughout The Tobin Center enables simultaneous use of the Performance Hall, the Studio Theater, and the River Walk Plaza.

Audiences can see and hear performers and performances of every kind at The Tobin Center for the Performing Arts.

The Tobin Center includes three venues:

- The H-E-B Performance Hall is a 1,750-seat performance space with excellent sound capabilities, adjustable for both acoustic and amplified musical presentations. The main floor converts from traditional theater seating to a flat-floor concept capable of seating more than 600 for banquet or cabaret style events or up to 1,050 for a general admission standing-room event.
- The Carlos Alvarez Studio Theater is a 300-seat studio theater with numerous flexible-seating options and arrangements.
- The Will Naylor Smith River Walk Plaza is an exterior venue along San Antonio's River Walk that is ideal for films, concerts, and events. The plaza can accommodate seating for 600 people and includes a state-of-the-art 32-foot video wall.

TOBIN ENTERTAINMENT LLC:

Tobin Entertainment LLC., the off-site tour and promotion division of The Tobin Center for the Performing Arts, was created to generate additional financial support to drive meaningful change in San Antonio through Resident Companies, Generation Next, and diverse community outreach.

Tobin Entertainment partners with performing arts centers and other venues all over the United States to bring quality entertainment to the public. Tobin Entertainment LLC currently operates in 70 cities in 29 states nationally.

Position Summary

The Patron Services Manager (PSM) acts as the house manager of our state-of-the-art performing arts center, providing exceptional customer service to patrons attending a wide variety of events. The PSM supervises the volunteer usher corps during public and private events, prepares the front of house for public use, and coordinates with all departments, ensuring that each patron has the best possible experience every time they visit the Tobin Center. The PSM is an ambassador of the Tobin Center for the Performing Arts, and will represent the organization to the best of his or her ability. Strong candidates will be solutions-oriented, looking ahead to prevent problems and solving them as they arise. This position features a very flexible schedule and offers the chance to experience the performing arts from an insider's perspective.

Essential Duties and Responsibilities

- Support the Tobin Center Front of House mission of providing every patron the best possible experience every time in a manner that supports excellent customer service, safety, and high quality of work.
- Be knowledgeable of the policies, procedures, and events at the Tobin Center.
- Consistently maintain a polished and professional presence, both in appearance and demeanor.
- Supervise Volunteer Usher Corps during a variety of events and performances, including assigning work positions and offering regular and constructive feedback.
- Coordinate with other Tobin Center departments during events to ensure a smooth and enjoyable patron experience.
- Create and maintain a pleasing lobby atmosphere, including setting lights and music.
- Assist patrons with their needs during events.
- Resolve customer concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Be available to work a flexible schedule that often includes weekends, evenings, and a small number of holidays. Patron Services Managers will not work in excess of 29 hours per week, and must work a minimum of two events per month.
- Assist in yearly training and retraining of Tobin Volunteers, leading sessions on general information, customer service, and tours of the facility.
- Attend quarterly PSM training meetings and volunteer recognition events as scheduled.
- Perform other duties as required.

Qualifications

- Customer service experience, preferably in guest services, volunteer services, or event management.
- Ability to communicate clearly and effectively.
- Comfort with using technology, including web-based applications.
- Ability to anticipate others' needs and manage expectations.
- Experience managing a variety of different types of people and personalities.
- Strong and effective leadership skills.
- Capable of making decisions and following through; is a strategic thinker and problem solver.
- Capable of working with minimal supervision, and shows initiative toward finding solutions to problems.
- Ability to initiate and build relationships with both volunteers, patrons and support teams.

- Possess high standards of integrity, credibility, and reliability.
- Work well independently or in a group setting; is a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Attention to detail.

Performance Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Leadership** – Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.
- **Initiative** – Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.
- **Judgment** – Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to supervisor.
- **Communication Skills** – Includes the ability to express ideas effectively whether face-to-face or in writing in both individual and group situations. Communications are conveyed in a clear and concise manner to the audience. Adjusting tone and terminology to the needs of the audience. Openly exchanges information in a timely manner. Knows who to keep informed.
- **Planning and Organization** – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- **Management of Resources** – Ability to use time, technology, and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- **Customer Focus** – Interaction with internal and external customers. Requires putting yourself in the customer’s place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situation to be sure the customer is satisfied.
- **Teamwork** – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
- **Work Habits** – Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.

- **Creativity** – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- **Business & Organization Knowledge** – Having knowledge of The Tobin’s business involves understanding our industry and how the incumbent’s position and knowledge plays an important role in the success of the organization. It also includes the ability to acquire new knowledge of our industry and using this information to get things done.

Work Environment and Physical / Mental Activities, Requirements and Demands commonly associated with the performance and functions of this position.

- Climate controlled office environment; Minimal exposure to inclement weather. Regular work hours that can include evenings and weekends. Exposure to computer screens.
- Ability to operate assigned office equipment and to adhere to all safety guidelines.
- Standing, walking, sitting for prolonged periods of time; reaching, stooping, bending, kneeling, navigating stairs, hand and finger dexterity, clear speech, hearing / listening.
- Clarity of vision with the ability to bring objects into sharp focus; color perception.
- Intense concentration over extended periods of time that can include frequent interruptions for questions and advice. Stress associated with competing priorities and time deadlines is occasionally an element of this position which must be recognized and successfully managed.
- Ability to lift up to 30 pounds.
- Ability to maintain confidentiality and discretion.

Machines, Tools, Equipment and Work Aids: Representative but not all inclusive of those commonly associated with this position are computer, printer, copier, hand radio, and telephone.

Communication:

An Application for Employment must be filled out in order to be considered for employment. The Tobin Center Application may be found at www.tobincenter.org under the Employment tab. Please send an availability schedule and resume in addition to your application.

Mail Application to The Tobin Center Administrative Offices at:
 115 Auditorium Circle
 San Antonio, TX 78205
Attn: LuAnn Stidham

Or email to: LuAnn.Stidham@tobincenter.org