

Position:	Guest Services Coordinator
Classification:	Regular Part-Time, Non-Exempt
Reports to:	Audience Growth & Engagement Manager
Effective Date:	March 1, 2022

JOB DESCRIPTION

Summary/Objective

The Guest Services Coordinator is responsible for selling and processing ticket orders, providing excellent customer service, and maintaining efficient box office operations. The Guest Services Coordinator serves as the primary point person for audience inquiries both on-site at concerts, via e-mail, and on the phone. The Guest Services Coordinator will be responsible for delegating incoming inquiries to the Festival team. This position offers the opportunity to dip your toe into the world of fundraising and development. Festival Napa Valley is looking to fill this position immediately.

Essential Duties & Responsibilities

Box Office and Front of House (FOH):

- Provide sales and customer service support to festival ticket buyers, including telephone sales, processing online orders and handling customer inquiries.
- Process subscription orders, providing individual attention to patrons to ensure they have the correct tickets.
- Assist management at concerts including lounge access, will call, walk-ups, and VIP seats.
- Provide support in coordinating FOH requirements with the Events team for all ticketed and free community concerts.
- Support Box Office Manager in managing the ticketing system back end.
- Assist in keeping accurate on-site and online communications describing upcoming events are current, on display, and readily available to patrons.
- Track guest comments and questions to provide regular feedback.
- Assist with special events as needed.
- Cover phones and is the first point of contact for the FNV office.
- Relevant box office supply and equipment ordering.
- Provide administrative support to the executive team as needed (minimal).

Knowledge, Skills and Abilities

- Effective and professional communications skills in person, over the phone and in writing.
- Computer proficiency, experience with Microsoft Office suite of products required.
- Ability to learn new software quickly; experience with CRM-style ticketing systems, such as PatronManager, Tessitura, Salesforce, Sugar CRM, etc., a plus.
- Outgoing, upbeat personality; enjoys interacting with the public.
- Excellent organizational skills and attention to detail.
- Critical analytical skills and ability to think on one's feet.
- Multi-tasker with instinct for correct prioritization.
- Must be able to take direction and work independently and as part of a team.

- Classical Music, Fine Art, and/or Non-Profit background are a plus.

Work Environment

This job operates remotely and in a seasonal production office environment, as well as occasionally onsite at event venues including outdoor settings. This position routinely uses standard office equipment such as computers, phones, printers, filing cabinets and copiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a part-time, seasonal position requiring 25-30 hour per week during general working hours and days, Monday through Friday, 9:00 a.m. to 4:00 p.m. to align with box office hours. This position requires longer hours approaching and during events and some night and weekend work, specifically in July for the summer Festival when box office support hours are extended and night and weekend shifts will be required. Position is eligible for hourly overtime pay according to California law and as agreed upon and approved in advance by supervisor.

Travel

This position may require some local travel. Reimbursement for work related travel is available according to IRS mileage reimbursement rates.

Required Education and Experience

Three to five years' experience working in hospitality, retail, or with a non-profit performing arts organization.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Employment Opportunity

Festival Napa Valley is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by the law.