

Position:	Guest Services Coordinator
Classification:	Non-Exempt
Reports to:	Guest Services Director
Effective Date:	December 1, 2018

JOB DESCRIPTION

Summary/Objective

The Guest Services Coordinator is responsible for tasks associated with the front of house box office including sales and customer service, acts as Festival Napa Valley's Volunteer Program coordinator to ensure all events have the operational support needed to deliver a branded experience for our guests; and handles general office support tasks.

Essential Duties and Responsibilities

Box Office and Front of House:

- Responsible for ensuring customer service standards and practices for Front of House staff and volunteers.
- Provide sales and customer service support to festival ticket buyers, including telephone sales, processing online orders and handling customer inquiries.
- Manage FOH at concerts including lounge access, will call, walk-ups, VIP seating
- Coordinate FOH requirements with Events team for all ticketed and free community concerts.
- Support Database Administrator in managing the box office back end.

Volunteer Program:

- Recruit, train and retain volunteers to support event needs.
- Update existing Volunteer program to address communication, training, community outreach, incentives, retention and other categories necessary for success.
- Utilize online management system for volunteer scheduling and communication. Ensure database is updated regularly and data is accurate.
- Manage Music Academy Host Family Program, including recruitment, application and approval of host families. Work with Academy director on matching students with families

Office Management:

- Cover phones and is the first point of contact for FNV office.
- Office supply and equipment ordering.
- Manage IT vendor relationship and other accounts such as Comcast, housekeeping, etc.
- Document maintenance such as Master Calendar, Staff Contact Sheet, Corporate Documents and others as needed.
- Meeting prep and coordination for weekly staff meetings, Director and Staff offsite meetings, Board Meetings (3x annually) and other meetings as needed.
- Financial tasks such as bank deposits, American Express reconciliation, invoice processing, petty cash and other tasks as assigned.
- May be asked to proof website content and user experience at times,
- Provide administrative support to executive team as needed (minimal).

Knowledge, Skills and Abilities

- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Excellent interpersonal, verbal and written communication skills.
- Skilled collaborator and motivated team player.
- Maintains high level of professionalism. Reacts well under pressure and in a fast paced environment; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Proficient in multiple software and database systems including Salesforce and MS Office Suite of products.

Work Environment

This job operates in a professional office environment as well as occasionally onsite at host properties which frequently includes outdoor settings. This role 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 full-time hourly position, and general hours of work and days are Monday through Friday to align with box office hours; however, this position requires longer hours approaching and during events and some night and weekend work. Seasonal peaks should be expected from March through July annually when box office support hours are extended and night and weekend shifts will be required.

Travel

This position may require some local travel.

Required Education and Experience

Bachelor's degree from an accredited college or university.
Minimum three years' experience working/volunteering for a nonprofit organization, preferably a 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.

Signatures

This job description has been approved by all levels of management:

Manager _____

Next Level Manager _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____