

JOB TITLE: Assistant Box Office Manager, VWPAH

JOB CODE: 21.03

GRADE: 15

CLASSIFICATION: Exempt

PURPOSE OF THE POSITION: Performs a variety of administrative, public relations, and clerical functions to assist in the day to day management and operation of the box office for the Van Wezel Performing Arts Hall.

MINIMUM QUALIFICATIONS: Graduation from an accredited high school or a general equivalence diploma (GED) plus three (3) years experience in the field of box office administration, preferably in a theater environment; or the equivalent in education, training, and experience, which would provide the necessary knowledge, skills and abilities.

SPECIAL REQUIREMENTS:

- Knowledge of theatre box office administration including strong public relations skills and organizational skills.
- Ability to express oneself clearly and concisely, orally and in writing.
- Strong general math skills, including the ability to handle cash-related transactions accurately and ethically.
- Sufficient accounting training and/or experience to properly reconcile daily box office reports and oversee other employees' reports.
- Ability to receive and respond to a wide range of public inquiries, disputes, complaints and special problems involving errors in transaction charges, seat assignments and/or other related situations.
- Ability to take initiative & prioritize multiple competing tasks
- Excellent time-management and problem-solving skills in addition to organization skills are essential.
- Ability to analyze facts and to exercise sound judgment.
- Ability to understand and follow complex oral and written instructions.
- Ability to work with close attention to detail and to maintain confidentiality.
- Ability to establish and maintain effective working relationships with other employees, the general public, performing artists and their representatives.
- Skilled in use of computers in a PC, Windows-based operating environment.
- Ability to learn and manage a computerized event ticketing system.
- Ability to work changing and irregular shifts, including nights, weekends and holidays.
- Ability to work professionally and tactfully and support management decisions in a positive, professional manner.

ESSENTIAL FUNCTIONS:

- Keeps all box office personnel informed of changes or developments of hall sponsored and/or rental events.
- Prepares, provides and accounts for the cash made available to box office personnel for ticket sales.

- Responsible for the maintenance of staff scheduling and the creation of new schedules each week/month.
- Performs Box Office Group Sales duties as needed.
- Responsible for WILL-CALL ticket printing and reporting and prints tickets for other departments as assigned.
- Reviews ticketing needs and procedures with venue users; prepares events for system sales and conducts final event sales audits.
- Provides detailed sales and financial reports on a timely basis; maintains all ticket office records.
- Knowledge of cash management principles and/or procedures including ability to sort, check, count, and verify numbers.
- Knowledge of credit card operations and procedures.
- Assists in overseeing Front of House activities associated with visiting company merchandise sales, lobby logistics, and troubleshooting ticketing issues.
- Assists the House Manager in maintaining a strong and cordial relationship with the Van Wezel Foundation staff, related to ticketing issues for the "Friends".
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that would be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

PUBLIC CONTACT: Extensive public contact with company managers or their representatives, patrons, visitors, and V.I.P.s. Must possess the ability to deal both tactfully and effectively with individuals and groups on every level and have the ability to handle problems, guaranteeing the smooth and effective operation of the Hall.

SUPERVISION RECEIVED: Under the supervision of the House/Box Office Manager, Department Head or designated representative.

SUPERVISION EXERCISED: Supervises box office personnel on procedures and policies. Oversees work allocation and/or problem resolution in issues related to ticket sales, complaints, disputes and other related situations.

PHYSICAL REQUIREMENTS: Position requires walking, stooping, bending, reaching and standing for short periods of time. Position also requires hearing to accurately understand information at normal spoken word levels and visual observation for reviewing, checking, preparing, and maintaining written and computer files. Manual dexterity to operate standard office, data entry, and other related equipment is required.

ORGANIZATIONAL STATUS: Under the direction of and responsible to the Box Office/House Manager, Department Head or designated representative.