TITLE: BOX OFFICE ASSISTANT

BASIC FUNCTION:

Under the supervision of the Dean, assist in the production of the Performing Arts program by organizing box office operations, promoting and publicizing theatre events, including dance, music and speech events, and overseeing house and concessions operations for the Performing Arts Center.

REPRESENTATIVE DUTIES:

Organize box office operations, promote and publicize theatre events, and oversee house and concession operations for the Performing Arts Center. E

Set up ticket programs on the computer for each production; research online programs that will assist box office operations (ticket design, logos, supplies). E

Sell tickets during box office open hours and prior to shows; organize and distribute all ticket reservation envelopes, will call, complimentary, and press tickets. E

Answer inquiries from staff and the public about show schedules and ticket sales. E

Develop and maintain box office records; prepare any necessary financial records and statements relevant to ticket sales and concession operation monies; complete box office statement for each performance; prepare journal transfers of all monies, distribute financial reports to relevant parties. E

Maintain box office equipment and supplies, coordinate repairs as necessary. E

Assist in the design and display of posters, programs and other promotional materials in the performing arts display area. E

Develop, organize, and update patron mailing list for the Performing Arts events; mail brochures, postcards, and tickets. E

Compose letters and memoranda regarding box office business. E

Purchase all supplies for the box office and concessions. E

Train student workers in various functions of house organization and management, including house managing, ushering, ticket taking, emergency evacuation, box office, and concession operations. E

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Established July 2002
KNOWLEDGE OF:

Computer software programs, including word processing, spreadsheet, database and web browsers
Basic bookkeeping practices and procedures
Modern office practices and procedures
Fundamentals of writing, composition, layout and production for mass media
Oral and written communication skills

ABILITY TO:

Apply sound business practices to the management of the performing arts box office
Conceptualize effective publicity and informational materials
Establish and maintain effective relationships with campus staff and students and representatives of the community and the media
Train others
Keep accurate records
Plan and organize work
Meet schedules and timelines
Make change and handle cash

EDUCATIONAL EXPERIENCE:

Any combination equivalent to graduation from high school and two years of related experience in the operation of a business enterprise involving frequent public contact; experience in theatrical or other entertainment-oriented business operations, activities and events is desirable.

WORKING CONDITIONS:

ENVIRONMENT:

Performing Arts Center box office and surrounding areas
College theater environment

PHYSICAL ABILITIES:

Lifting heavy program boxes and concessions
Operation of computers, scanner, printer, safe, and ticket and credit card equipment
Operate more than one phone line at a time
Hearing and speaking to exchange information on the telephone or in person
Dexterity of hands and fingers to operate office equipment
Seeing to sort and file documents
Sitting for extended periods of time