

BOX OFFICE SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Box Office Supervisor is responsible for planning, organizing, and supervising professional sales, accounting, and customer service work relating to ticket operations for the Mesa Arts Center. Responsibilities include: managing the computer ticket system; programming, setting up, and configuring event and season information for sales, data collection, and reporting; managing the phone automated call distribution system and other equipment; managing season/series sales, group sales, single ticket sales, gallery admissions, membership sales, and renewals; and managing the customer database. Duties also include: preparing reports and data extracts to support marketing efforts; developing and implementing box office operating and sales policies and procedures; setting up and monitoring satellite/secondary box offices at rental group sites; programming events and seasons; and training rental group staff in system operations. In addition, the employee schedules, supervises, and trains full-time, part-time, and temporary staff; maintains box office sales, receipts and ticket transaction records; prepares and monitors the box office operating budget; provides marketing and facilities management personnel daily box office reports, settlements, and statistical data for each event; manages the day-to-day operations of the box office; and supervises the ticket selling, cash management, and customer services functions. The Box Office Supervisor also assists the Marketing unit of Mesa Arts Center as needed, and performs related duties as required.

Distinguishing Features: This class is distinguished from the Assistant Box Office Supervisor by the overall responsibility of the Box Office Supervisor for the day-to-day operations of the box office functions, and broader scope of responsibilities. Supervision is received from the Performing Arts Center Administrator who reviews work through meetings, conferences, reports, and results achieved. Work is subject to irregular hours (evenings, weekends, and holidays), sometimes on short notice. This class is FLSA exempt-professional.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business, Accounting, or a related field. Considerable (3 - 5 years) experience in box office supervision. A minimum of three (3) years experience with ticket sales utilizing an automated ticket system.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, public officials, management, vendors, contractors, community organizations, artists, and promoters in order to sell tickets, provide customer service, and handle disputes. Instructs and/or trains subordinates and community organization representatives individually or in a classroom setting. Prepares written general correspondence, documents, reports, settlements, invoices for payments, and deposits.

Manual/Physical: Reviews the work products of others to ensure compliance with standard operating procedures, federal regulations such as ADA, state regulations, and other standards/guidelines specific to the Arts and Cultural Division and the Mesa Arts Center. Inspects, monitors and/or evaluates information, work-related conditions and objects, such as technical equipment, to determine compliance with prescribed operating and safety guidelines, or other industry standards and regulations. Compiles information for special projects or reports. Creates and maintains complex records, databases, and integrated filing systems by operating a variety of standard office equipment and entering data and information into a personal computer. Creates and builds ticket programs into the computer system. Prepares and/or updates schedules, graphs, or develops similar charts for reports. Meets scheduling and attendance requirements.

Mental: Plans, organizes and/or directs the Mesa Arts Center Box Office activities. Supervises and evaluates the work of subordinate personnel. Prioritizes and assigns work to personnel, and prioritizes own work. Resolves procedural, operational, and/or other work-related problems. Coordinates work activities and box office functions with other City departments. Develops policies and procedures, short- and long-term objectives. Performs mathematical calculations, uses accepted accounting practices, and performs financial and/or cost analysis. Prepares operations budgets. Learns job-related material through on-the-job training or in a classroom setting.

Knowledge/Skill/Abilities:

Knowledge of:

ticket inventory, sales, seating, and ticketing operations practices;
appropriate accounting practices needed to reconcile event audits;
principles of customer service and supervision;
intermediate concepts of desktop operating systems; and
terminology used in arts and entertainment settings.

Skill in basic database administration.

Ability to:

plan, service, and supervise public and commercial settings;
handle large sums of money using prescribed cash management controls and procedures;
identify potential problems and make plans for corrective action;
communicate effectively by oral and written means;
establish and maintain effective relationships with fellow staff and facility users;

plan, direct, and evaluate the work of subordinates;
perform detailed research on complex service issues and produce effective solutions; and
handle a variety of day-to-day tasks concurrently.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 7/15

TO/fl

CS4246.DOCX

PAY GRADE: 46

EEO-A/S

NDOT SAFETY-No

SECURITY-No

NDOT RANDOM-No

DOT SAFETY-No

CDL-No

RESP-No

IND-9154

JOB FCTN-ART

SWORN-No

INCREMENTS 81-200