

ASSISTANT BOX OFFICE/REGISTRATION SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: An Assistant Box Office/Registration Supervisor is responsible for the day-to-day management and supervision of planning, organizing, professional sales, accounting, and customer service work relating to ticket and class registration operations for the Mesa Arts Center. In addition, the Assistant Box Office/Registration Supervisor is also responsible for the day-to-day management of the computer ticket system; programming, set up, and configuring of Mesa Art Center and Mesa Amphitheater event and season information for sales, data collection, and reporting; manages the phone automated call distribution system and other equipment; manages season/series sales, group sales, single ticket sales, gallery admissions, membership sales, and renewals; and manages the customer database; updates the Mesa Amphitheater website with articles, event pages, imagery and supporting documentation for shows. Duties also include: preparing reports and data extracts to support marketing efforts; assisting in developing and implementing box office operating and sales policies and procedures; setting up and monitoring satellite/secondary box offices at rental group sites; providing and overseeing box office staffing at Mesa Amphitheater events; 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; assists with monitoring budget expenditures; provides 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 Assistant Box Office/Registration Supervisor also builds and uploads classes into the AudienceView ticketing system including pricing, scholarships, proration and fee assistance; builds school shows into the ticketing system, monitors capacity limits, creates specialized seating charts, collects and reviews donation letters, designs donation vouchers and creates codes for redemption, and collects purchase orders; creates the MacFest venue in AudienceView to sell plots and table space, updates festival details online, and creates web ready documents for the MacFest website. The Assistant Box Office/Registration Supervisor supports the Mesa Arts Center Marketing staff as needed, and performs related duties as required.

Distinguishing Features: This class is distinguished from the Box Office/Registration Supervisor by the latter's overall responsibility for the management of the box office/registration area including the technical development and support of the systems used in day-to-day operations of the box office and class registration functions, and broader scope of responsibilities. Supervision is received from the Box Office/Registration Supervisor 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-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate of Arts Degree in the

Arts, Accounting, or a related field. Considerable (3 - 5 years) experience with ticket sales and/or class registration using an automated system. Good (1 - 3 years) supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience with class registration. Bilingual skills (English/Spanish) are desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, public officials, management, vendors, contractors, community organizations, artists, promoters, students, and parents in order to sell tickets, register students, 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 the Americans with Disabilities Act (ADA), state regulations, and other standards/guidelines specific to the Arts and Cultural Department 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. Prepares and/or updates schedules, graphs, or develops similar charts for reports. Updates websites and creates online forms. Meets scheduling and attendance requirements.

Mental: Organizes the Mesa Arts Center Box Office ticket sales and class registration daily 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. Provides show build, ticketing, and on-site box office support for Mesa Amphitheater performances. Drafts policies and procedures, short- and long-term objectives. Performs mathematical calculations, uses accepted accounting practices, and performs financial and/or cost analysis. Provides input for and assists with monitoring the operations budget. Learns job-related material through on-the-job training or in a classroom setting.

Knowledge and Abilities:

Knowledge of:

AudienceView ticketing system;
ticket scanning devices;

Ungerboeck system;
art class offerings, class materials, art instructors, and art camp requirements;
website maintenance;
forms creation;
ticket inventory, sales, class registration, and ticketing operations practices;
advanced seating chart creation;
appropriate accounting practices needed to reconcile event audits;
principles of customer service and supervision; and
terminology used in arts and entertainment settings.

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 recommend plans for corrective action;
communicate effectively by oral and written means;
establish and maintain effective relationships with fellow staff, facility users, art instructors, students,
and parents;
supervise the work of subordinates; 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 5/18

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EEO - TECH

JOB FCTN-ART

INCREMENTS 43 - 200

PAY GRADE: 45

IND-9154

SWORN-No