

## **BOX OFFICE COORDINATOR – MESA AMPHITHEATRE**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Box Office Coordinator – Mesa Amphitheatre is responsible for the day-to-day coordinating, planning, organizing, sales, accounting, and customer service work relating to ticket operations for the Mesa Amphitheatre. The Box Office Coordinator – Mesa Amphitheatre is also responsible for the oversight of the computer ticket system; programming, set up, and configuring of Mesa Amphitheatre event information for sales, data collection, and reporting; maintaining the customer database; and updating the Mesa Amphitheatre 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 and managing parking for events; scheduling, supervising, and training temporary staff; and maintaining box office sales, receipts and ticket transaction records. Additional responsibilities include providing administrative support to the Booking/Sales Specialist such as preparing contracts and addendums for Amphitheatre sales and booking; ensuring payments are made and insurance documentation is received; compiling records for each event; assisting with monitoring budget expenditures; providing daily box office reports; assisting with researching marketing opportunities and outlets for promotion of shows. Accounting-related duties include compiling receipts from promoters, staff, contractors and concessions to verify accuracy; resolving discrepancies and preparing final settlement reports; handling wire transfers to promoters and third-parties; selling tickets over the counter and by phone; handling fraudulent ticket/scalper issues; assisting patrons with ticketing problems; ensuring accuracy of catering and audio-visual deposits; calculating distribution of daily deposits; and ensuring accuracy of printing tickets for will call and mailing. This class performs related duties as required.

**Distinguishing Features:** Supervision is received from the Booking/Sales Specialist 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 nonexempt.

### **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 using an automated system or other similar paraprofessional capacity. Good (1 - 3 years) clerical accounting/bookkeeping experience preferably in a box office environment.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualification.** 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, and promoters in order to sell tickets, provide customer service, and handle disputes. Instructs and/or trains temporary workers. Prepares written general correspondence, documents, reports, settlements, invoices for payments, deposits, and wire transfers.

**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 Mesa Amphitheatre. 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 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 at home tickets and mail inserts. Meets scheduling and attendance requirements.

**Mental:** Organizes the Mesa Amphitheatre Box Office ticket sales and daily activities. Supervises and evaluates the work of temporary workers. 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 Amphitheatre performances. Assists with drafting 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;  
website maintenance;  
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 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 and facility users; 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.

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INCREMENTS 43 - 200

PAY GRADE: 42

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