

## **BOX OFFICE/REGISTRATION SUPERVISOR**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Box Office/Registration Supervisor is responsible for planning, organizing, supervising professional sales, accounting, customer service work, and technical systems enhancements and support relating to ticket operations and class registration for the Mesa Arts Center. Responsibilities include: managing the computer ticket system; programming, setting up, and configuring event and season information for the Mesa Arts Center and the Mesa Amphitheater; developing the procedures and technical set up of hardware and software, network configuration, and security for ticket scanning devices for the Mesa Arts Center and the Mesa Amphitheater; managing the email blast client including training staff to use the email correspondence tool; web page design for the Mesa Amphitheater to support marketing efforts; and analysis of AudienceView software to meet departmental needs and improve efficiencies. Duties also include: 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; managing the customer database; and preparing and monitoring the box office operating budget. In addition, the employee supervises and trains the Assistant Box Office/Registration Supervisors who assist him with preparing reports and data extracts; 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; maintaining box office sales, receipts and ticket transaction records; and providing marketing and facilities management personnel daily box office reports, settlements, and statistical data for each event. The Box Office/Registration Supervisor also oversees the supervision and management of class registration and financial set up of classes in AudienceView; school show registration and the associated administrative tasks; event space sales for MacFest Arts & Crafts Festival including updating festival details online and training staff to respond to tax and licensing questions; sales and attendance reporting; communication with instructors and students; and training of box office staff. The Box Office /Registration Supervisor provides administrator on duty support and performs related duties as required.

**Distinguishing Features:** This class is distinguished from the Assistant Box Office/Registration Supervisor by the overall responsibility of the Box Office/Registration Supervisor for the operations of the box office and class registration functions, and broader scope of responsibilities including system and software technical support, maintenance, and enhancements to support the department's needs. 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-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 a Bachelor's Degree in Business, Accounting, Computer Science or a related field. Considerable (3 - 5 years) experience in box office

supervision including at least three (3) years' experience with the technical aspects of maintaining and implementing systems enhancements, and providing technical system support for ticket operations and class registration. Good (1 – 3 years) computer systems experience.

**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, product-service vendors, contractors, community organizations, artists, and promoters in order to manage ticket sales and registration of students, and support and enhance the unit's technical systems and software. Communicates with team members to train and instruct on system changes, provide direction, and to achieve and maintain effective customer service. Presents ideas clearly, both verbally and in writing, to share information or knowledge, negotiate and discuss alternatives, and address problems/conflict situations.

**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 Culture 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, online forms, specialize seating charts, 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. Performs event set up, web page design, and technical support for the Mesa Amphitheater. Sets up technical hardware and software and provides support for ticket scanning devices. Updates and designs web pages. Manages the email blast client and trains staff to use the correspondence tool 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/Registration 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 budget. Learns job-related material including hardware and/or software through self-study or vendor training. Conducts research and analyzes system-related data to improve system and/or process performance.

**Knowledge/Skill/Abilities:**

Knowledge of:

AudienceView ticketing system and software;  
ticket scanning devices hardware and software;  
principles of business systems analysis, including the analysis of procedures, equipment, and methods;  
ticket inventory, class registration, 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 database administration.

Ability to:

plan, service, and supervise public and commercial settings;  
analyze hardware and software problems and develop effective solutions;  
explain computer software, technology, and web applications in non-technical terms;  
handle large sums of money using prescribed cash management controls and procedures;  
identify potential problems and make plans for corrective action;  
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.

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EEO- TECH

JOB FCTN-ART

INCREMENTS 39-200

PAY GRADE: 49

IND-9154

SWORN-No