

BOX OFFICE REPRESENTATIVE

JOB DESCRIPTION

Classification Responsibilities: The Box Office Representative position performs customer relations work for the Mesa Arts Center (MAC) and Amphitheater. A Box Office Representative is responsible for selling subscription and single admission tickets over the counter, by mail, and by phone reservation using specialized software; providing information in person or by telephone regarding performance and art studio time schedules, locations of events, various pricing, availability and seating arrangements; explaining box office policies, answering questions, and resolving routine problems regarding ticket sales; balancing cash receipts and unsold tickets to ensure ticket accuracy and security; demonstrating continuous effort to improve operations and decrease turnaround times; working cooperatively to provide quality customer service while adhering to City policies; explaining festival policies and renting artist spaces; using specialized software to register students for performing and visual arts classes and seasonal youth camps; selling class supplies; providing membership registration; serving as City of Mesa information desk; and performing other duties as required.

Distinguishing Features: The part-time classification has been designated as a non-classified, non-merit system, at-will position. This class is supervised by the Assistant Box Office/Registration Supervisor who reviews work through observation, reports, meetings, conferences, 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 high school or GED. Some (6 months – 1 year) customer service and/or clerical experience.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Six months of experience working with an automated, computerized box office system is preferred. Sales, phones, or personal computer experience is preferred. Bilingual speaking skills (English/Spanish) are desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, volunteers, vendors, and community organizations in order to sell tickets, register patrons for classes, provide customer

service, or handle disputes. Prepares written general correspondence, documents, reports, settlements, invoices for payments, and deposits.

Manual/Physical: Compiles information for special projects or reports. 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 (PC). Prepares and/or updates schedules and graphs or develops similar charts for reports. Installs and/or replaces ribbons; and prepares mailings and tickets for distribution and/or mailing to patrons. Sorts, files, and/or distributes incoming mail. Monitors work-related conditions to determine compliance with operating and safety regulations. Must meet scheduling and attendance requirements.

Mental: Performs financial calculations and uses accepted accounting practices. Learns job-related material through on-the-job training or in a classroom setting. Resolves customer complaints. Understands seating diagrams in order to resolve customer seating or accommodation issues.

Knowledge and Abilities:

Knowledge of:

ticket inventory, sales, seating, and ticketing operations practices;
class registration practices and policies;
appropriate accounting practices needed to reconcile event audits;
principles of customer service; and
terminology used in arts and entertainment settings.

Ability to:

handle large sums of money using prescribed cash management controls and procedures;
communicate effectively by oral and written means;
establish and maintain effective relationships with fellow staff, volunteers, 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.

Revised 3/23

AD/kg/lr

CS3407 (Full-Time)

CS3408 (Part-Time) PAY GRADE: 35

CS3412 (Part-Time, Non-benefited) PAY GRADE: 35

EEO-A/S IND-9154

JOB FCTN-OFF SWORN-No

INCREMENTS 81-200