



BOX OFFICE COORDINATOR

Department/Division:	Community Services
Reports To:	
Provides Direction To:	
Exemption Status:	Non-Exempt
Date Revised:	March 21, 2007
Pre-employment Drug Test Required:	NO

DEFINITION

Under general supervision, perform a wide range of box office functions at the Victoria Gardens Cultural Center; develop operational procedures; create ticketing plans; interfaces with a variety of marketing, promotional, and management staff in arranging programs and events; coordinates and prepares a variety of reports; schedules and supervises part-time staff; and perform other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Box Office Coordinator reports to the Community Services Director and has responsibility for coordinating the operations of the Victoria Gardens Cultural Center. The scope of accountabilities includes supervision of part-time staff, resolving revenue collection and tracking problems, and specialized software application problems. Responsibilities and assignments are broad in scope and require independent judgment on issues which are difficult, interpretive and evaluative in nature.

EXAMPLES OF DUTIES

The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

1. Develop internal operational procedures for effective box office operations and accounting procedures, including audit trails, daily revenue reports, financial statements, and maintaining box office security.
2. Create event and ticketing plans for a variety of performance, events, and rental groups; manage a computerized ticketing system for in-house events and rentals including phone, mail, fax, on-site and web sales and consignments; create ticketing reports on each performance and event.
3. Serve as liaison with Tickets.com and Provenue Software ticketing system; including ticket sales, creating reports, marketing and fund development modules, updates, revisions, and maintenance to computer operations; coordinate technology needs and procedures for ticket sale operations; utilize and modify software design for ticket sales and database management.
4. Coordinate manifests, inventory and ticket allotments to outside companies for third party ticket sales.

EXAMPLES OF DUTIES (continued)

5. Liaison with house, technical, marketing, production, and executive staff regarding a seat plan, holding seats, and dressing the house.
6. Coordinate the processing and controlling of donations, group sales, mail order tickets, season tickets, and school show tickets.
7. Coordinate all financial reports including daily reconciliation, ticket bank preparation, on-site cash volume, and reporting of daily bank deposits; works with business manager to implement financial accountability systems.
8. Maintain files and records; assist with the preparation of budget recommendations for allocation of personnel, equipment and supplies for box office operations; prepare reports and statistics based on findings to include recommendations for mid-year adjustments and next year's budget requests.
9. Prepare reports for detail information for reports quite regularly used by departmental programming staff and management personnel.
10. Prepare marketing reports tracking purchase demographics and trends, spending habits, marketing campaign analysis and promotional and advertisement effectiveness.
11. Prepare, set up, and maintain specialized ticketing software program; work closely with Information Systems and software support staff to help resolve line and technical issues.
12. Select, train, motivate, schedule, evaluate, and supervise part-time staff.
13. Coordinate, process, print, and distribute subscription, special performance and single tickets to board members, donors, senior staff, artists and their guests, and development staff to provide customer service to donors and track donor attendance.

EMPLOYMENT STANDARDS

Education and/or Experience

Equivalent to graduation from high school and four years of responsible box office operations experience, including supervisory experience.

Knowledge, Skills, and Abilities

Operational characteristics, services, and activities of box office operations; general accounting principles and practices; cash reconciliation procedures; principles and practices of ticket design, computerized ticketing, and ticket agency operations; principles and techniques of employee supervision and training; principles of public relations and advertising; customer service techniques.

Knowledge, Skills, and Abilities (continued)

Operate modern office equipment including computer equipment and specialized software programs; interpret and explain box office policies and procedures; research, analyze, and evaluate new box office program techniques, methods, and procedures; prepare clear and concise narrative and fiscal reports; ensure accurate reconciliation of cash receipts; use discretion and exercise sound judgment; work independently; establish and maintain effective working relationships with those contacted in the course of work including a variety of City and other government officials, customers, community groups, and the general public; and communicate clearly and concisely, both orally and in writing.

Licenses; Certificates; Special Requirements:

Possession of, or ability to obtain, a valid Class C or Class 3 California Driver's License and have a satisfactory driving record.

Special Requirements:

Work weekends, evenings, holidays, and special events, as needed.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; and interact with City staff, vendors and suppliers, and employees.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is subject to shift work given performances that are held on weekends, evening, holidays, and on special occasions.

The employee works under typical office and theater box office conditions, and the noise level is generally moderate.

Revised July 12, 2007