

**Title:** Box Office Manager  
**PG:** 47  
**Status:** Non-Civil Service  
**Position Reports to:** Finance Manager  
**Department:** The Lakeland Center

**Class Code:** 6008  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is responsible supervisory work overseeing the operations of The Lakeland Center Box Office and Parking Divisions. Duties include preparing box office statements during major events and supervising all box office personnel. Work is performed under the general supervision of the Finance Manager and is reviewed for results obtained.

**ESSENTIAL FUNCTIONS:**

1. Orders, distributes and manages the sale of tickets for center events.
2. Responsible for the selection, placement, promotion, training, safety, appraisal and discipline of box office personnel and parking supervisors.
3. Operates and controls ticket sales for other venues through existing box office.
4. Uses the Ticket Master computer ticketing system exclusively for reports, ticket sales and group services.
5. Works closely with promoters and lessees on a daily basis by providing ticket counts and general assistance seating set-up.
6. Responsible for accurate box office statement and cash settlement.
7. Assists the Director, Assistant Director and Finance Manager in settlement with promoters.
8. Required to attend all staff meetings and event meetings.
9. Oversees all functions of the Parking Department.
10. Helps with web site information distribution.

**ADDITIONAL RESPONSIBILITIES:**

1. Direct contact with computerized ticketing service representative, including verification of manifest before tickers go up on the system.
2. Working with promoters and the General Manager in scaling of house, establishing discounts, coupons, specials, promotions, etc., to insure the proper manifesting of all ticketed events.
3. Works closely with Operations Manager and assist on details of special concerts or related arena events.
4. Works closely with Marketing Department in distributing seasonal information for patron use.
5. Works with Marketing Department in maintaining the mailing list.
6. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Through knowledge of modern box office accounting principles which apply to deposit preparation, daily reports and balancing of ledger accounts.
2. Skilled in the operation of modern office machines and equipment to include microcomputers and various word processing and spreadsheet software applications.
3. Ability to train and supervise box office personnel.
4. Ability to complete all assignments and responsibilities accurately and with no supervision.
5. Ability to handle difficult situations in a positive manner and remain calm under stressful conditions.
6. Ability to establish and maintain effective working relationships with coworkers, other city employees and the general public.
7. Ability to accurately manage/oversee \$1.4 Million that flows through the box office.

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**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 20 pounds of force on a recurring basis, routine keyboard operations. The job risks exposure to loud music, pyro, and extensive hours during peak season; no significant environmental hazards; bright/dim light. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. Graduation from an accredited four (4) year college or university with major course work in business or public administration.
2. Two (2) years of experience in the business phase of the entertainment field.
3. An equivalent combination of education and experience that is determined to be directly related to the specific foregoing requirements may be substituted.
4. Completion of City University Level two (2) or completion within twelve (12) months

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.