

Title: Box Office Supervisor
PG: 29
Status: Non-Civil Service
Position Reports to: Box Office Manager and/or Assistant
Department: The Lakeland Center

Class Code: 6097
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

An employee in this position processes and checks series subscriptions, sells tickets via telephone/window during busy times, oversees and assists ticket sellers, closes and balances our sellers, runs end of day reports..

ESSENTIAL FUNCTIONS:

1. Advanced knowledge of Ticketmaster (reclass, accounts, series, will call, autypes, reppens, reports, check show construction)
2. Logs and distributes parking passes.
3. Able to handle customer issues or concerns in a professional manner.
4. Able to handle stressful situations and react in a fast-paced environment.
5. Must be able to communicate, interact and discipline fellow employees.
6. Responsible for vault contents.
7. Responsible for back-up of vault alarm.
8. Provides condensed event information to marketing, box office, group sales and parking (event work orders, memos, show information).
9. Attends weekly event staff meetings in absence of Assistant Manger.
10. Must be able to balance daily: discounts and coupons, balance qualifiers to QUALAUD.
11. Promote ticket counts in absence of manager.
12. Act as an Assistant Manger in his/her absence.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of modern box office accounting principles which apply to deposit preparation, daily reports and balancing of ledger accounts.
2. Knowledge 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 handle difficult situations in a positive manner and remain calm under stressful conditions.
5. Ability to establish and maintain effective working relationships with coworkers, other city employees and the general public.

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 required.
The job risks exposure to loud music, pry and extensive hours during peak season; no significant environmental hazards; bright/dim light.
The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High School diploma or its equivalent. College degree preferred with major course work in business or finance.

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2. Must have experience in supervision and customer service.
3. In depth knowledge of any ticketing system, Ticketmaster a plus
4. Knowledge in Microsoft Word, Excel and Outlook.
5. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
6. Completion of City University Level one (1) or completion within twelve (12) months

SPECIAL REQUIREMENTS:

1. Must possess and maintain 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.