

Class Title: Box Office Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Supervises the department's box office, including primary involvement with ticketed events for SCOPE arena, Chrysler Hall, Exhibition Hall, and the Opera House and related ticketing responsibility for city events at Harbor Park, Wells Theater, and Harrison Opera House. Accountable for financial reporting functions and monitoring and reconciling accounts. Manages operations in accordance with the promoter's requirements while complying with both the City's guidelines and Ticketmaster.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Manages admission ticket sales by supervising and reviewing performance of staff, overseeing scheduling, participating in training, updating the box office manual, providing instructions for auditing procedures, prioritizing work projects, and making recommendations regarding pay, development, reassignments, and related issues.
2	S	Controls financial reporting functions by ensuring full and accurate accountability for all ticket sales, verifying the preparation of deposits and making daily deposits, establishing ticketing and event control procedures, approving the work of accounting staff, reconciling accounting records, and approving payroll.
3	L	Acts as a liaison between the box office, the promoter, and Ticketmaster by communicating with lessees regarding ticketing needs, event set ups and pricing; verifying that the event has been set up according to the promoter's requirements, providing daily reports of sales receipts, and ensuring that Ticketmaster phone orders are distributed to customers with the proper documentation.
4	L	Acts as a liaison between the box office, patrons, ushering, and security by providing patrons assistance with seating or ticket issues, and assisting ushers and security staff with seating and crowd control.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Three years experience supervising box office operations.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read reports, audits and directions.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division as well as basic accounting.
Writing	Work requires the ability to write memos and letters.
Managerial	Managerial responsibilities include planning and managing all functions and scheduling staff.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

CSC Adopted: **October 2001**, CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	In ticket booth, customer service
Sitting	F	Desk work, report preparation, communications with patrons, promoters or staff
Walking	F	To/from ticket booths, buildings or venues
Lifting	N	
Carrying	O	Ticket stock, cash box
Pushing/Pulling	N	
Reaching	O	Ticket stock, cash box
Handling	O	Ticket stock, cash box, office supplies
Fine Dexterity	C	Computer keyboard, calculator
Kneeling	O	Ticket printer repair, re-feeding ticket stock and printer paper
Crouching	O	Ticket printer repair, re-feeding ticket stock and printer paper
Crawling	N	
Bending	N	
Twisting	N	
Climbing	O	Stairs
Balancing	N	
Vision	C	Desk work, reading, personnel supervision, cashier duties
Hearing	C	Customer service, general public, co-workers, staff, promoters, vendors, patrons, meetings
Talking	C	Customer service, general public, co-workers, staff, promoters, vendors, patrons, meetings
Foot Controls	N	
Other (specify)	N	

CSC Adopted: October 2001, CSC Revised: _____

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Terminal computer, Ticketmaster ticket printer, report printer, LaserJet printer, Windows computer, calculator, filing cabinets, safe, cash box, fax machine, copy machine, Standard Microsoft Windows and Office software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
-----------	----------------------------	-----------------------------	----------------	-----------

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Convention Centers

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

- (3)