

Class Title: Box Office Supervisor

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Assists the Box Office Manager with 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. Provides assistance with 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	S	Assists with financial reporting by ensuring full and accurate accountability for all ticket sales, submitting box office statements to accounting, verifying the preparation of deposits, following ticketing and event control procedures, preparing contracts and setting up accounts in the Ticketmaster system, reconciling accounting records, approving time sheets, and preparing payroll.
2	L	Manages admission ticket sales by supervising staff and ensuring proper procedure is followed, providing direction, participating in the hiring process and training, giving feedback to the manager regarding staff's performance, and making suggestions for improving reporting procedures.
3	L	Coordinates event activities by printing event tickets, reconciling coupons and generating reports pertaining to settlement of an event, assisting patrons, ushers, and security with seating, ticketing or other related issues.
4	L	Acts as a liaison between all parties involved by communicating events, controls and procedural changes to all parties.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

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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	Two years experience in retail sales.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read reports, promoters' orders and manuals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write box office records and memos.
Managerial	Managerial responsibilities include scheduling staff and ensuring supplies and cash are available.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
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. In addition, these incumbents work with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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.
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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, sellers
Walking	F	To/from ticket booths, buildings or venues
Lifting	O	Computer paper, ticket stock
Carrying	O	Computer paper, ticket stock, cash box, office supplies
Pushing/Pulling	N	
Reaching	N	
Handling	N	
Fine Dexterity	F	Computer keyboard, calculator
Kneeling	O	Load ticket stock in printer
Crouching	O	Load ticket stock in printer
Crawling	N	
Bending	O	Load ticket stock in printer
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, reading
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	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Terminal computer, Ticketmaster ticket printer, report printer, LaserJet printer, Windows computer, adding machine or 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
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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:

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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	O
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

- (3)