



ADMINISTRATION
Human Resources

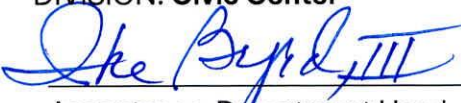
JOB TITLE: **Box Office Assistant Manager**

DEPARTMENT: **Community Affairs**

JOB CLASS NUMBER: **6534**

DIVISION: **Civic Center**

REVISION DATE:


Acceptance-Department Head

DEFINITION

Reports to Box Office Manager. Responsible for assisting Box Office Manager in day-to-day affairs of Box Office and helping supervise ticket selling and cash management functions in coordination with the promoter and building personnel. The work schedule is variable and involves irregular working hours.

EXAMPLE OF DUTIES: Assists Box Office Manager in all phases of Box Office operations, including:

- Performing Box Office Manager Duties in absence of Box Office Manager.
- Supervising other Box Office personnel by providing training and information to ensure that Box Office staff are well informed and properly trained in policies and procedures.
- Preparing weekly work schedules that allow for fluctuations in Box Office sales.
- Building seating configuration for each event on the computer ticket system in coordination with the Box Office Manager and Event Coordinator.
- Providing the facility management personnel with daily Box Office reports and statistical data regarding each event.
- Aiding in accounting for ticket sales for each event in the event ledger book and provides Division of Accounting with reconciled daily activity reports.
- Maintaining a positive attitude and rapport with promoters aiding and information promptly and accurately upon request.
- Maintaining files on each event that consists of production kills, seats on hold for the building and promoter, complimentary ticket vouchers and event audits.
- Staffing Box Office to accommodate the promoter, walk up sales, will-call windows, seating problems, collections and patron inquiries.
- Aiding to ensure that all event audits reconcile with events outstanding as per the general ledger and all source documentation and the ticket inventory maintained outside the computer ticket system. Preparing final settlement and provides Director and Event Coordinator with a certified event audit statement in a timely manner to be used at the time of settlement.
- Supervising Box Office cashiers regarding office receipts.
- Maintaining and counting concessions change (in a secure area).
- Prepare deposits for concession sales
- Delivering daily deposits of large sums of money to the bank
- Maintaining a petty cash fund for Civic Center usage and prep ring replenishment at the end of each month.
- Preparing and submitting all Ticketmaster deposits from ticket utilizing the Ticketmaster system.

MINIMUM QUALIFICATIONS

Training and Experience

- High school degree required and college degree preferred with it least three years of banking, bookkeeping, sales, accounting, operations or office management experience.
- Minimum of two years' experience in working with the public and large sums of money.
- Experience with Ticketmaster or similar computerized Ticketmaster system desired.

Knowledge, Abilities and Skills

- Capable of working in a fast-paced environment.
- Ability to work under pressure, recognize problems and find solutions.
- Capable of effectively supervising a staff of 10-15 part-time employees
- Ability to accurately handle large sums of money utilizing descriptive cash management controls.
- Ability to handle a variety of day-to-day tasks concurrently.
- Capable of working with promoters and the public, projecting a positive image of the box office.
- Capable of working harmoniously with fellow staff members.
- Capable of working long, irregular hours for an extended period as dictated by events scheduled.
- Extensive knowledge of box office procedures and j guidelines as set forth by In Tix International.

LICENSES AND CERTIFICATES

- Possess a Valid Louisiana Driver's License