



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
BOX OFFICE TECHNICIAN	CLASSIFIED	GRADE: J MONTHS:
BOARD POLICY REFERENCE: New Position		Board Approved: 11-14-10

JOB DESCRIPTION:

Under general supervision, performs routine accounting, box office sales and clerical work involved in the maintenance of the Summer Repertory Theatre (SRT) and Theatre Arts Department's performance program financial and statistical records; may supervise student assistants; and perform related work as required.

SCOPE:

The Box Office Technician completes basic accounting related tasks; maintains financial and statistical records; ensures that basic accounting procedures have been followed; ensures that the box office operations for both SRT and Theatre Arts run effectively and efficiently and provides service at the box office; and performs technical and clerical duties.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Works closely and cooperatively with Summer Repertory Theatre (SRT) and Theatre Arts Department faculty and staff.
2. Prepares and updates mailing for patrons.
3. Processes all orders for season subscription and non-subscription and group reservation tickets for both programs utilizing a computerized ticket ordering system.
4. Keeps outgoing messages on box office phone lines up-to-date.
5. Responds to all box office inquiries thoroughly and courteously.
6. Maintains current seating charts for multiple performance venues to reflect available and not-available seats for each performance via web-based software.
7. Prints and distributes complimentary and discount vouchers to SRJC students, staff, and high school groups as directed by faculty.
8. Reports current ticket sales to SRT Business Manager and Theatre Arts Administrative Assistant.
9. Prepares for-sale and will-call tickets and banks to be distributed at multiple off-site performance venues in anticipation of each day's performances; reconciles actual ticket sales next day.
10. Reconciles end-of-the-day and end-of-the-month cash, checks, complimentary admissions, credit cards, and process daily reports, and prepares bank deposit and reports for Accounting.
11. Supervises, schedules, trains and sets professional standards for house managers, ushers, concessions, and student assistant staff.
12. Maintains orderly box office environment, records and files and orders box office and front-of-house administrative supplies and print materials as needed.
13. Informs SRT Business Manager and Theatre Arts Administrative Assistant about equipment and facility maintenance issues.

EMPLOYMENT STANDARDS

ABILITY TO:

Perform mathematic calculations rapidly and accurately, operate office machines including a computer and 10-key machine; set up and maintain financial files and records with a high level of attention to detail; prepare financial reports and statements; understand and carry out oral and written directions; communicate effectively, tactfully and courteously and answer questions in writing, over the counter and by telephone; supervise student assistants; maintain cooperative working relationships with staff and the general public in a fast-paced, multi-tasking environment; demonstrate sensitivity to, and respect for a diverse population.

KNOWLEDGE OF:

Methods, practices, and terminology used in bookkeeping, accounting, and financial record keeping; modern office practices and procedures; operation of personal computer software programs including word processing and spreadsheet tools and online ticketing services.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school. College level Accounting/Bookkeeping courses.

Experience:

Demonstrated experience performing clerical, accounting and/or box office duties; or the equivalent. Experience using online ticketing services and ticket printing machines and previous supervisory experience preferred.

PHYSICAL REQUIREMENTS:

Must be able to perform physical activities, such as, but not limited to, lifting heavy items (up to 25 lbs. unassisted), bending, standing, climbing or walking.