

ASSISTANT BOX OFFICE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Box Office Manager in the daily sale and accountability of event tickets at the Arena and the Forum. Direct supervision is exercised over box office clerical staff in their ticket selling and record keeping functions. Supervision is received from the Box Office Manager. Acts as Box Office Manager in his/her absence. Does related work as required.

TYPICAL WORK ACTIVITIES:

Accounts for all tickets, season ticket transactions and individual game sales for hockey games;
Performs necessary account keeping to settle hockey game proceeds and ticket sales;
Prepares group sale orders, accounts for income from such sales and makes necessary reports to Box Office Manager;
Opens and closes box office cash drawers;
Makes daily reports of ticket sales to Box Office Manager;
Inventories, sorts and places tickets in the rack for Clerks and maintains ticket supply at point of sale for each event;
Settles a performance box office statement in the absence of the Box Office Manager.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of box office operations including techniques involved in relating ticket numbers to seat numbers and location, telephone and mail order sales as well as on-site sales;
Good knowledge of business arithmetic and English;
Ability to effectively oversee the work of others;
Ability to carry out complex oral and written instructions in preparing for scheduled events;
Ability to handle sums of money accurately and perform arithmetic operations and statistical reports;
Ability to deal effectively and courteously with the public;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in accounting, business or a closely related field; OR
- B) Graduation from high school or possession of an equivalency diploma and two years of experience involving monetary transactions and financial record keeping; OR

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C) An equivalent combination of training and experience as defined by the limits of A and B above.

SPECIAL REQUIREMENT: Appointments to this position are contingent upon the bondability of the applicant.

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COMPETITIVE