

## **BOX OFFICE MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position is responsible for independently managing the Arena/Forum Box Office which includes overseeing the daily box office operations, accounting for all tickets and ticket revenue as well as maintaining various records. The work is performed under the general supervision of the Arena Manager. Direct supervision is exercised over box office employees. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Hires, trains, supervises and evaluates all box office personnel;  
Prepares and submits weekly time schedules for all box office personnel;  
Provides input to Arena Manager and promoter on historical sales performance of previous events;  
Assists Arena Manager and promoters in developing and recommending ticket pricing and seating arrangements;  
Prepares event setup and programs into Ticketmaster computer all event information which includes ticket prices, sale dates, seating availability, discounts and special promotions;  
Ensures seating and accommodations are available and compliant with ADA laws;  
Accounts for all tickets and revenue from ticket sales;  
Generates daily sales reports for each event and prepares receipts for bank deposit;  
Establishes separate accounts for each event and maintains Arena and Forum general ledger;  
Solicits and processes group sales for various events;  
Maintains all box office records required for efficient operation;  
Reconciles Ticketmaster weekly payments and allocates revenues into appropriate accounts;  
Prepares box office sales reports and service fees for each event and represents box office at all settlements;  
Resolves seating problems and responds to customer complaints as they pertain to ticketing and seating;  
Prepares various reports for the Arena Manager as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of box office operations that includes relating ticket numbers to seat numbers, telephone/mail order sales as well as on-site sales;  
Good knowledge of business arithmetic and English;  
Ability to plan, organize and supervise the work of others;  
Ability to reconcile accounts;  
Ability to carry out complex oral and written instructions in preparing for scheduled events;  
Ability to deal effectively and courteously with the public;  
Ability to handle large sums of money and accurately perform arithmetic operations and statistical reports;

Ability to express ones self clearly and concisely, both orally and in writing;

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 a Bachelor's Degree and one year of box office experience which must have been in a supervisory capacity; OR
- B) Graduation from high school or possession of an equivalency diploma and four years of box office experience, one year of which included supervisory responsibilities; OR
- 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.

R257            8/9/99

COMPETITIVE