



Class No.:	
Original Date:	
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Pay Group:	12

CLASS SPECIFICATION

Box Office Attendant

NATURE AND SCOPE OF WORK

This is customer service, box office and clerical work at the BlueShore Financial Centre for the Performing Arts. An incumbent in this position is primarily responsible for selling tickets using the Theatre Manager ticketing system for performances at the BlueShore Centre for the Performing Arts including ensuring the general public receive excellent customer service, clarifying policies and procedures, receiving and balancing receipts, making a daily cash balance, and performing related clerical duties. An incumbent receives direction from the Box Office Supervisor and reports to the General Manager, BlueShore Financial Centre for the Performing Arts.

ILLUSTRATIVE EXAMPLES OF WORK

- Provides front line customer service and information in-person, by phone and by email to students, staff, faculty and the general public regarding ticket purchases and policies regarding the BlueShore Centre for the Performing Arts.
- Sells tickets using Theatre Manager software and collects other revenue as necessary.
- Receives payment from a variety of sources; accepts payment by cash, cheque, credit card or debit card; issues receipts; maintains custody of and ensures the security of deposits.
- Balances daily cash collection and reconciles reports to deposits.
- Performs clerical duties such as data entry, mail-outs, poster distribution, and other clerical duties as assigned.
- Under the guidance of the Box Office Supervisor, provides one-on-one instruction on assigned cashier tasks for new permanent and temporary staff.
- Completes end of shift reports as required.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Considerable knowledge of cashiering practices and processes such as balancing a till, use of a float, use of a calculator, use of a point of sales machine.
- Considerable knowledge of standard clerical practices and office machines.
- Considerable knowledge of Theatre Manager software program.
- Working knowledge of word processing and spreadsheet applications, and the ability to upgrade if required.
- Working knowledge of theatre operations and the performing arts industry.
- Ability to provide exceptional customer service by presenting a positive and helpful image (in person, by e-mail and by phone); by assisting students, other employees and the general public by providing knowledgeable information about the university in general as well as about specific payments and tickets; and by providing follow-through with customer inquiries.
- Ability to check forms, receive remittances and make correct change, balance financial transactions and issue accurate receipts in a prompt manner.
- Ability to understand and follow oral and written instructions, and to communicate effectively verbally and in writing.
- Ability to learn assigned cashiering and clerical tasks readily and to perform them in accordance with established procedures.
- Ability to multitask in a fast-paced environment.
- Ability to work independently, and apply problem-solving skills with minimal supervision.
- Ability to maintain confidentiality.

REQUIRED TRAINING AND EXPERIENCE

- Completion of Grade 12.
- One year of box office experience and working knowledge of ticketing software, preferably Theatre Manager
- Experience with the performing arts industry is an asset.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- None.