



Class No.:	
Original Date:	June 2006
Revision Date:	August 2008 (Derived from Box Office Asst) June 2014
Pay Group:	18

CLASS SPECIFICATION

BOX OFFICE SUPERVISOR

NATURE AND SCOPE OF WORK

This is customer service, box office, operational and supervisory work in support of the operations of the box office of the Performing Arts Theatre. Duties include but are not limited to operating the box office including receiving and processing ticket orders and series subscriptions; monitoring web sales; balancing cash, credit and debit transactions; scheduling, orienting and training evening and weekend staff; and performing administrative duties associated with the responsibilities of the position. The incumbent supports a function that must be staffed during established business hours. The incumbent reports to the General Manager, Performing Arts Theatre.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Operates the box office.
- Sets up and maintains all information in the "Theatre Manager" software application, including the entering and coding of event pricing, promotions, subscriptions, memberships, maps, patron financials and other event related information.
- Makes recommendations for new policies and procedures or changes to existing policies and procedures for the approval of the General Manager. Implements changes and updates department manual.
- Develops and amends documents and implements procedures in accordance with new and established policies.
- Liaises with University departments, series partners and sponsors; coordinates box office ticketing with off-site venues, maintain guest lists and ensure that complimentary ticket obligations for partners and sponsors are met.

- Monitors and ensures web sales are operating smoothly. Troubleshoots Theatre Manager database and Financial Payment gateway issues and, where required, liaises with appropriate University departments and software providers to ensure timely resolution of issues and coordinate upgrades.
- Maintains theatre merchant accounts (e.g. payment gateways).
- Balances daily cash, credit and debit collection and reconciles discrepancies. Prepares journal entries and event settlement reports.
- Follows up on outstanding accounts and processes refund requests.
- Maintains cash floats and ensures they are kept securely between performances.
- Uses the “Theatre Manager” software and spreadsheet applications to run reports and assist the General Manager and Director of Programming in analyzing event information including sales, patron information and promotions.
- Researches and analyzes new or updated system functionality.
- Enters, corrects and codes data in Theatre Manager to meet data standards and ensure data integrity.
- Supervises Box Office staff including assigning and checking work, scheduling staff, verifying time sheets, assisting in developing vacation schedules, participating in selection committees, providing input on performance reviews, and training and directing others engaged in similar work.
- Ensures evening and weekend Box Office staff are trained and informed of performance details. For example, communicates information related to complimentary tickets, promotional offers, and patron information to ensure a smooth experience for patrons.
- Assists with the production and distribution of promotional materials such as brochures, ads, posters, flyers and monthly calendars of events.
- Updates box office content on the department website.
- Performs general support duties including drafting correspondence; ordering supplies, maintaining event files, lists and other records.
- Responds to box office inquiries from the general public and the University community regarding the Performing Arts Centre’s performances.
- 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

- Thorough knowledge of box office software such as Theatre Manager.
- Considerable knowledge of word processing, spreadsheet, database and publishing applications.
- Considerable knowledge of business English, spelling, punctuation and arithmetic
- Considerable knowledge of support functions in an arts organization.
- Considerable knowledge of University policy and procedure governing financial services.
- Working knowledge of news and advertising media.
- Working knowledge of office practices and procedures.
- Working knowledge of performing arts marketing.
- Ability to plan, schedule, assign, supervise and review the work of employees to effectively meet deadlines, and to provide on-the-job training and orientation.
- Ability to multitask, apply organizational skills to meet deadlines, and work with minimal supervision.
- Ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to changing situations.
- Ability to maintain attention to detail with constant interruption.
- Ability to proofread.
- Ability to establish and maintain effective working relationships with other employees, students and the general public.
- Ability to provide customer service to the general public and the media, and respond effectively and professionally to inquiries.
- Ability to compose and produce routine and non-routine correspondence.
- Skill in keyboarding to 40 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years of post secondary education equivalent to the Diploma in Arts and Entertainment Management offered at Capilano University.
- Two years of box office experience in a professional arts organization including experience with box office software such as Theatre Manager.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- None