

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2021**

BOX OFFICE SPECIALIST

FLSA STATUS: EXEMPT – PAY GRADE: 15 – C

**JOB FAMILY: THEATRE ARTS & STAGE PRODUCTION
JOB FUNCTION: INSTITUTIONAL ADVANCEMENT**

GENERAL STATEMENT OF JOB

The Box Office Specialist performs administrative and supervisory work for the Box Office. This position, under the direction of the Box Office & Patron Services Manager, manages daily box office operation and supervises box office staff and volunteers. Work performed includes collection and reconciliation of revenue, management of the Will Call Box at various venues, managing the ticketing of over 200 events annually, and assuming the Manager duties in his/her absence. Night and weekend hours are required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Manages the creation and updates of Artist Series events on Tessitura and the Artist Series website to include seating capacities, pricing structures, discounts, and other show information. Oversees the creation and updates of events and seating maps on Ticketmaster. Analyzes and manages inventory on both systems to ensure availability. Trains staff in skills necessary to do the same.

Provides customer service guidance to Box Office staff. Resolves elevated patron ticketing issues. Consults with Artist Series and/or venue staff to answer complex or special needs customer inquiries. Supervises ticket exchanges and establish ticket exchange procedures. Communicates changes with pricing, a production, or processes.

Schedules, trains, and manages Box Office support staff and volunteers. Ensures adequate staffing is provided to cover phones, walkup sales, ticketing, reporting, contributor communications, as well as other basic box office duties.

Manages revenue collection and daily/monthly reconciliation processes. Trains staff on cash procedures and daily deposits. Ensures that box office is accurately reporting and handling customer credit cards, disputes, and finance related issues. Develops and maintains processes for recording and balancing revenue and accounts receivables.

Oversees the routine and daily technical support, administration, and troubleshooting for Tessitura Ticketing system for Artist Series and Wilson Center staff. Attends Tessitura training.

Manages theater Will Call Box Office for assigned events, which includes resolving ticketing issues, preparing and reviewing box office revenue settlements with show management, supervising box office staff and volunteers at the event. Serves as point of contact for Ticketmaster box office manager for assigned events. Trains staff in skills necessary to do the

same for assigned events. Serves as On-call to assist staff during performances when Box Office Manager is unavailable.

Creates, manages, and trains staff on the distribution of sales reports for production companies, booking agents, and other parties. Sets up and maintains automated report schedules to facilitate the completion of these reports

Implements various marketing strategies including dynamic pricing, discounts, promotion codes and trains supporting staff.

Assists with the subscription renewal process which includes running system utilities, generating invoices, providing additional staff training, and manually assigning subscription seating.

Tracks VIP benefit fulfillment and recommends strategies to retain and grow VIP memberships.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator

SUPERVISION EXERCISED

Supervision is exercised over support staff, volunteers and student assistants as assigned.

MINIMUM QUALIFICATIONS

Associate's degree supported by a minimum of two (2) years of related experience; including one (1) year of supervisory experience.

PREFERRED QUALIFICATIONS

Bachelor's degree supplemented by a minimum of two (2) years of related experience in box office operations including knowledge of ticketing software in a performing arts environment. Experience in Microsoft Office applications including Word, Excel, Access & PowerPoint. Experience in staff supervision.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 08/2021