

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

BOX OFFICE ASSISTANT

FLSA STATUS: NON-EXEMPT – PAY GRADE 11 - C

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

GENERAL STATEMENT OF JOB

The Box Office Assistant supports the Box Office with the creation of over 200 activities on Tessitura and Ticketmaster systems, researches, analyzes, and tracks ticket brokers for all shows, prepares and processes VIP contributor materials, serves as the primary concierge for high level VIP Contributors, manages five Artist Series email accounts, prepares daily deposits, and compiles daily time-sensitive sales reports for production companies, booking agents and other parties as directed. This position manages the Will Call Box Office as assigned at various venues. Will Call Box Office responsibilities include supervising box office staff and volunteers, resolving customer ticketing issues, preparing and reviewing box office financial reports with show artists, producers and/or company managers.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Assists with inventory management and event creation on Tessitura and Ticketmaster systems. Provides assistance in fulfilling special ticketing requests. Researches, analyzes, and tracks tickets purchased by ticket brokers for all shows and cancels orders as necessary.

Oversees box office email boxes and responds to customer inquiries, concerns, and ticketing requests. Provides coverage for phone, walk up sales, and outbound calls as needed during periods of increased volume, in the absence of part-time staff, or during renewal campaigns and special announcements.

Serves as the primary concierge for high level VIP Contributors. Prepares and processes VIP contributor materials. Monitors incoming VIP contributions via website and assigns Patron Service Agents to contact contributors.

Prepares daily/weekly time-sensitive ticket sales reports for internal departments and external vendors such as booking agents, production companies, partners, and other parties as directed.

Prepares daily deposits and assists with reconciliation process. Provides support documentation for audits and other special projects.

Manages theater Will Call Box Office for assigned events, which includes resolving ticketing issues, preparing and reviewing box office revenue settlements with show management, and supervising box office staff and volunteers at the event. Serves as point of contact for Ticketmaster box office manager for assigned events. Assumes duties of part-time staff at the theater Will Call Box Office when absences arise.

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

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Provides training and assistance to Patron Service Agents (PSAs). Resolves ticketing issues. Serves as liaison between PSAs and supervisors regarding common questions, concerns, or suggested ideas pertaining to the ticketing system and frequent customer inquiries. Assists with the development and maintenance of training materials.

Monitors ticketing supplies for mailings and events. Submits and follows up on print shop requests.

Manages the maintenance, storage, and retention of digital and hard copy Box Office documents. Assists with the retrieval of archived Box Office documents.

Provides excellent customer service to all employees to support a College-Wide student-centered culture.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Employee may perform in a lead capacity directing part-time support staff, volunteers and student assistants as assigned.

MINIMUM QUALIFICATIONS

High school diploma or high school equivalency degree supplemented by two (2) years related customer service experience. Experience in Microsoft Office applications including Word and Excel.

PREFERRED QUALIFICATIONS

Associate's degree and one (1) year of related customer service experience in administrative support functions, preferably with experience in performing assignments and/or projects that demonstrate organization and independent judgment. Experience in box office operations including knowledge of ticketing software in a performing arts environment. Experience in ticket sales and patron services management. Proficiency in Microsoft applications.

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.

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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

Revised: 9/13/23