

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2017**

**ASSISTANT BOX OFFICE COORDINATOR**

**FLSA STATUS: NON-EXEMPT – PAY GRADE 12 - C**

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

**GENERAL STATEMENT OF JOB**

The Assistant Box Office Coordinator assists in overseeing all subscription sales, single event sales, ticketing operations, box office operations and patron service issues. The position requires the ability to coordinate the completion of multiple tasks or projects within established time frames. Box office requires accurate, precise and complex work including completing special assignments as directed.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

**Development**

Monitors web sales for new memberships, program names, and to identify prospective members.

Assists with developing and implementing strategies on how to retain, identify, and convert prospective subscribers and VIP members and meet annual contribution goals, including timely preparation of monthly and annual correspondences.

**Finance**

Assists with the setup and administration of the financial reporting components of Tessitura including GLs, payment methods, and campaigns.

Creates daily deposit form, accounting reports & spreadsheets as well as maintains a filing system for all accounting deposit records and Box Office documents.

Oversees the preparation of daily deposits and trains Box Office Assistant and Patron Services Agents in the preparation of daily deposits. Creates and maintains tracking and filing system for all accounting deposit records for the department.

Reconciles revenue received against credit card receipts, College's financial software deposit records, and Box Office statements.

Maintains and reconciles daily revenue spreadsheets (wraps) against College's financial software system.

Assists with preparing, creating, and forwarding of sales reports to production companies, booking agents, and other parties as directed and setting up and maintaining automated report schedules to facilitate the completion of these reports.

Works closely with the Finance Manager to determine what types of reports are needed on a monthly, quarterly, and annual basis. Provides additional reports to management, staff and auditors as requested.

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Researches and handles all credit card inquiries and returned checks, and forwards supporting documentation to the Finance Department. Makes recommendations for the website to allow for the strongest supporting documentation to be provided, further protecting the department from loss.

### **Marketing**

Coordinates with Operations and Marketing staff to secure materials for mailing tickets including ticket stock, envelopes and envelope stuffers. Communicates needs to Operations Assistant.

Assists with reviewing all brochure copy to ensure accuracy in ticket pricing, performance dates, venues, and policies.

Assists in collection of customer feedback to be provided to marketing in a weekly report and as requested.

Assists with implementing various marketing strategies including dynamic pricing, discounts, and promotion codes.

### **Technical**

Runs invoice billing procedures as established by Box Office & Patron Services Manager on a routine basis.

Assists with providing day-to-day technical support, administration, and troubleshooting for Tessitura to Artist Series and Wilson Center staff. Communicates with Tessitura Support via submitted help tickets as needed.

Provides secondary Tessitura functionality expertise and support to application users in the design and execution of Lists, Extractions, Output Sets, CSIs, data imports/exports, T-Stats, TN Express Web, TN Mobile Plus, Tessitura Roving Box Office, and the usage and interpretation of Tessitura generated reports.

Executes stored procedures written by the Box Office Manager using SQL Management Studio.

Manages constituent imports for Ticketmaster buyers after each performance and monthly mailing lists supplied by Broadway Across America.

Assists with managing TN Express Web content on website; verifies that performances, seating maps, price types, discounts, and show information appear correctly on the website utilizing HTML as needed.

### **Ticketing**

Assists with the accurate and timely programming, including seating capacities and pricing structures, for approximately 200 activities on both the in-house ticketing software and Ticketmaster. Monitors and allocates inventory on both systems.

Handles elevated patron ticketing issues.

Coordinates customer service special needs such as ADA requirements and interpreter requests. Consults with Artist Series and/or venue staff as needed to answer complex or special needs customer inquiries.

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Trains part-time Box Office Assistant, Patron Services Agents, and Box Office volunteers in sales and customer service techniques for phone, in-person, internet sales, and at the theater Will Call Box Office. Evaluates and advises Patron Services Agents on how to handle complicated customer issues.

Trains staff in operating ticketing software and Box Office procedures including generating event audits, completing Box Office statements, running daily sales reports, and preparing daily deposits.

Assists with communicating significant changes in seating availability such as new seating areas opening or changing prices to staff by maintaining internal documents listing pricing, promotional codes, and distributing to staff.

Assists with supplying various reports both routinely and as requested by colleagues, partners, show producers, and company managers.

Assists with the accurate preparation of daily/weekly/monthly/annual Box Office related reports, announcements, etc., and prepares complex and or/special reports as directed.

Processes contractual, press, and promotional ticket requests.

Assists with the preparation of all Box Office show statements.

Manages the Will Call Box Office and volunteers working the Venue's Box Office at assigned events.

Completes and reviews Box Office statements with the show company managers as part of the show settlement process.

Assists with managing the redemption, fulfillment, and monitoring of ticket sales for tickets allocated to social media sites such as Groupon, Living Social, and Travel Zoo.

Assumes Box Office management duties in the absence of the Box Office Manager.

Performs duties of part-time staff in their absence.

### **SUPERVISION RECEIVED**

Supervision is received from the Box Office & Patron Services Manager or designee.

### **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 a minimum of two (2) years of related experience.

### **PREFERRED QUALIFICATIONS**

Associate's degree and a minimum of three (3) years of related experience in administrative support functions, preferably with experience in performing assignments and/or projects that demonstrate a

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high degree of organization and independent judgment. Requires proficiency in word processing applications.

Experience in box office operations including knowledge of ticketing software in a performing arts environment. Experience in ticket sales and patron services management. Experience in Microsoft Office applications including Word, Excel, Access and PowerPoint.

### **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.

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**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: 10/08; Revised 10/2017