Job Template: Box Office Professional

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P1: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
- May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received
  - Works under supervision.
  - Progress and outcomes are reviewed for consistency with instructions and established procedures.

→ Context of Decisions
  - Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

→ Job Controls
  - Receives some instructions with respect to details of most work assignments.

COMPLEXITY AND PROBLEM SOLVING

→ Course of Resolution
  - Resolutions are typically generated by utilizing existing procedures or practice.
  - Typically, problems can be quickly and relatively easily resolved.
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- **Measure of Creativity**
  - Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution.

### COMMUNICATION EXPECTATIONS

- **Manner of Delivery and Content**
  - Regularly provides information on finished materials to others.

### SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.
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**GENERAL SUMMARY**

Administers all tickets sales to students, staff, and the general public for all scheduled events at the University’s centers for performing arts.

**REPORTING RELATIONSHIPS AND TEAM WORK**

Works under supervision of a supervisor or manager.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Prepares and processes ticket and subscription orders and maintains records for ticket sales, as assigned.
- Processes ticket exchanges and administers credits and refunds.
- Responds to inquiries and concerns patrons may have and resolve any issues that may arise.
- Maintain accurate records and data for ticket sales, reconciles differences, and works with other staff and University offices to identify errors and make corrections.
- Tracks performance schedules for box office staff to ensure sufficient coverage.
- Compiles data and prepares statistical reports used to monitor or assess department activities, programs, and services or project future needs.
- Maintains records and prepares necessary reports.
- Performs related work as required.

**MINIMUM QUALIFICATIONS**

- Associate’s degree in related field.
- Two to three years of related experience.
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**COMPETENCIES**

**Knowledge of:**
- Box office operations
- Microsoft Office and related software applications

**Skill in:**
- Customer service
- Planning and organization
- Developing and maintaining effective and appropriate working relationships

**Ability to:**
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Learn new skills and be flexible