

Job Template: Box Office Professional

Occupational Group	Arts and Curatorial Services
Job Family	Theater
Job Path	Box Office
Job Title	Box Office Professional
Job Category: P	Job Level: 1
FLSA Status: N	Job Code: D10000

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 TEAMWORK

Works under supervision of a supervisor or manager.

ESSENTIAL DUTIES AND 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