

**JOB TITLE:** Box Office Clerk

**FLSA:** Non-Exempt

**DEPARTMENT:** Theatre

**LEVEL:** 102

**LOCATION:** Union Campus

**DATE:** 10/3/19; 10/31/18; 07/01/2013

**REPORTS TO:** Performing Arts Center Manager

**POSITION SUMMARY:** Responsible for ticket sale transactions and distribution of tickets for all college events.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* High School Diploma-GED ; one year related experience; accounting experience desired.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Work with faculty in the Fine and Performing Arts division and the Director of Foundation on events and activities.
- Communicate with internal/external event representatives about ticketing, ushers, or front of the house needs in order to prepare for facilities requirements.
- Work with Performing Arts Center Manager and Theatre Faculty to coordinate volunteer usher, including communication department policies and procedures and/or assigning roles.
- Prepare will call for each performance.
- Inspect and perform equipment and system maintenance and refurbishing on ticketing apparatus as needed.
- Handle cash and credit card transactions, balancing register each day.
- Perform tasks to make sure work environment is clean at all times.
- Professionally confront problems and suggest possible resolutions.
- Monitor and maintain ticket inventory through the Vendini software program.
- Perform general office duties.
- Greet customers in a pleasant and courteous manner.
- Take reservations by telephone and in person relating to events.
- Assist as needed in setting up, running or cleaning up after events.
- Resolve issues with ticketing to the satisfaction of customers/patrons.
- Assist in publicizing and promoting all events, including assisting in running the ECC Theatre Facebook page, ECC Box Office Facebook page, and creating Facebook events through these official page to publicize Theatre Department Productions and other Fine and Performing Arts Events.
- Assist in keeping accurate records of attendance and monitor inventory of tickets and other box office needs.
- Prepare financial receipts for deposit.
- Organize and maintain areas related to the front of house operation of the John Edson Anglin Performing Arts Center (JEAPAC) including Atrium and Box Office.
- Train designated users on the JEAPAC ticketing equipment.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:**

**College:** Knowledge of college policies, procedures, and practices with the ability to answer work related questions;

and/or interpret and apply these guidelines correctly in various situations; ability to shift quickly between several tasks without loss of continuity; ability to examine documents for accuracy and completeness; ability to handle confidential matters judiciously; be self-motivated, flexible, creative and imaginative; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet established deadlines; ability to work accurately and efficiently in a fast paced environment with frequent interruptions.

**Department:** Knowledge of department policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of general office procedures and filing systems; ability to perform mathematical computations and tabulations accurately; excellent communication and customer service skills; knowledge of basic accounting procedures; ability to solve issues and work with diverse population, work with large crowds and young children; ability to communicate effectively, both orally and in writing, and on the telephone; ability to follow directions, both oral and written; ability to work a flexible schedule including evenings and/or weekends; ability to work with minimal daily supervision; knowledge of and the ability to count money and make accurate change; ability to concentrate and accomplish tasks despite interruptions.

**COMMUNICATION SKILLS:** Excellent telephone communication skills; strong customer service skills; ability to communicate effectively with a variety of people, including students, employees, faculty, and the general public; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; positive attitude; ability to establish and maintain positive working relationships with other employees; ability to follow instructions; and/or read routine sentences, instructions, regulations, or procedures; communicate using routine sentences.

**DECISION-MAKING and ANALYTICAL SKILLS:** Perform clerical or manual duties; adhere to college and department policies, procedures, and practices; perform job duties in a safe and efficient manner.

**EQUIPMENT AND SOFTWARE:** Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, etc.; use of Vendini online ticket software; use office machines such as telephones, fax machines, copiers or calculators; effective keyboarding skills.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in an indoor environment; some noise, dust variance in temperatures, moisture and/or humidity, paint fumes during state construction; frequent interruptions and distractions; extended periods of time viewing computer monitor. Flexibility to work evenings and/or weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** I have read the above job description. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date

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