

## **8200 - BOX OFFICE STAFF**

Position reports: Box Office Manager and/or Assistant

Date: 08/97

Department: The Lakeland Center/Finance

Division: Box Office

### **JOB FUNCTION:**

#### Ticket Seller I, II, III:

An employee in this position sells tickets to the general public, relaying facility information and performing all clerical duties relating to The Lakeland Center Box Office. Works directly under the supervision of the Box Office Manager or Assistant Box Office Manager.

#### Box Office Supervisor I, II, III:

An employee in this position sells tickets on the Ticketmaster system, working on Series events and overseeing the ticket sellers and helping them when needed. Works directly under the supervision of the Box Office Manager and Assistant Box Office Manager.

### **ESSENTIAL FUNCTIONS:**

#### Ticket Seller I:

1. Basic Ticketmaster knowledge (i.e. selling tickets to all TLC events).
2. Distribution of will call during shows.
3. Files various records, reports and performs related clerical duties.
4. Provides information for walk up customers as well as phone customers.
5. Required to balance all money received and complete seller reports.
6. Assists Group Sales with various projects.

#### Ticket Seller II:

1. In addition to the above, has intermediate Ticketmaster knowledge (i.e. refunds, selling specific seats, accounts, etc.)
2. Ability to handle patrons concerns and complaints in a calm and professional manner.
3. Ability to interact with fellow employees and communicate well in a fast-paced environment.
4. Distribute payroll checks.
5. Copy and distribute all work orders and other office memos.
6. Distribute materials throughout the building (i.e. brochures, event schedules, etc.).
7. Ability to sell TLC Series events, single events and Ticketmaster outlet sales.

#### Ticket Seller III:

1. In addition to the above, has advanced Ticketmaster knowledge (i.e. series events, building accounts, etc.)
2. Assists the supervisor in training other sellers.

Box Office Supervisor I:

1. In addition to the above, has advanced Ticketmaster knowledge (i.e. reclass, accounts, etc.)
2. Handles relocates/upgrades on all ticketed events.
3. Direct and assist Ticket Seller levels I, II, III when needed.
4. Cash out Ticket Seller levels I, II, III after a show.
5. Trains new sellers of all responsibilities.

Box Office Supervisor II:

1. In addition to the above, advanced Ticketmaster knowledge (i.e. reclass, accounts, autypes, etc.)
2. Process monthly credit card reports.
3. Aid Assistant Box Office Manager with financial reports.
4. Responsible for distribution of parking passes.
5. Responsible for back-up of alarm, vault and contents.

Box Office Supervisor III:

1. In addition to the above, advanced Ticketmaster knowledge (i.e. reclass, accounts, autypes, reppen, etc.)
2. Acts as the Assistant Manager in her absence.

**ADDITIONAL RESPONSIBILITIES:**

All positions require the following:

1. FBI background check.

**KNOWLEDGE, SKILLS & ABILITIES:**

Ticket Seller I, II, III:

1. Have a complete working knowledge of 12th grade math.
2. Ability to deal with customers in a polite, professional and courteous manner.
3. Ability to handle stressful situations and a fast-paced environment.
4. Ability to follow written and oral instructions.

Box Office Supervisor I, II, III:

1. In addition to the above, ability to handle large sums of money and complete seller reports.
2. Ability to not only deal with customers in a polite, professional and courteous manner but to resolve concerns.

## **QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

### **Ticket Seller I:**

1. High school diploma or GED.
2. At least one year experience in general office and clerical duties that includes computers; at least one year of cash handling experience.

### **Ticket Seller II:**

1. High school diploma or GED.
2. At least 1-1/2 years experience in general office and clerical duties that includes computers at the intermediate level; at least 1-1/2 years experience in cash handling.

### **Ticket Seller III:**

1. High school diploma or GED.
2. At least two years experience in general office and clerical work that includes computers at the intermediate level; at least 2 years experience in cash handling.
3. Must have at least 3 years of ticket selling experience.

### **Box Office Supervisor I:**

1. High school diploma or GED.
2. At least 3 years experience in general office and clerical duties that includes computers; 1 year experience as a supervisor.
3. Must have 3 years experience in cash handling and ticket selling.

### **Box Office Supervisor II:**

1. High school diploma or GED.
2. At least 3 years experience in general office and clerical duties that includes computers; 2 years experience as a supervisor.
3. Must have 3 years experience in cash handling and ticket selling.

### **Box Office Supervisor III:**

1. High school diploma or GED.
2. At least 3 years experience in general office and clerical duties that includes computers; 2-1/2 years experience as a supervisor.
3. Must have 3-1/2 years experience in cash handling and ticket selling.