SANTA ROSA JUNIOR COLLEGE

TITLE	CLASSIFICATION	SALARY GRADE
BOX OFFICE TECHNICIAN	CLASSIFIED	GRADE: J
BOARD POLICY REFERENCE: 2014/15 Classification Review		

JOB DESCRIPTION:

Under minimal ~~l~~ supervision, performs customer service, box office sales, accounting, and clerical duties involved in the maintenance of the Summer Repertory Theatre (SRT) and Theatre Arts Department's performance program; maintains financial and statistical reports and patron database; and perform related work as required.

SCOPE:

The Box Office Technician provides customer service for a large patron base; ensures that basic accounting procedures have been followed; ensures that the box office operations for both SRT and Theatre Arts run effectively and efficiently and provides service at the box office; and performs a variety of other technical and clerical duties.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Works closely and cooperatively with Summer Repertory Theatre (SRT) and Theatre Arts Department faculty and staff; makes recommendations regarding pricing structure, patron services and special services.
2. Prepares and updates mailing for patrons; collaborates with area staff to maintain patron database.
3. Processes all orders for season subscription and non-subscription and group reservation tickets utilizing a computerized ticket ordering system.
4. Keeps outgoing messages on box office phone lines up-to-date.
5. Responds to all box office inquiries thoroughly and courteously.
6. Maintains current seating charts for multiple performance venues to reflect available and not-available seats for each performance via web-based software.
7. Prints and distributes complimentary and discount vouchers to SRJC students, staff, and high school groups.
8. Reports current ticket sales to SRT Business Manager and Theatre Arts Administrative Assistant.
9. Prepares for-sale and will-call tickets and banks to be distributed at multiple off-site performance venues; reconciles actual ticket sales.
10. Reconciles daily and monthly cash, checks, complimentary admissions~~,~~ and credit cards; daily reports and bank deposit for Accounting.
11. Supervises, schedules, trains and sets professional standards for house managers, ushers, concessions, and student employees.
12. Maintains orderly box office environment, records and files and orders box office and front-of-house administrative supplies and print materials as needed.
13. Informs SRT Business Manager and Theatre Arts Administrative Assistant about equipment and facility maintenance issues.

EMPLOYMENT STANDARDS

ABILITY TO:
Perform mathematic calculations, operate office equipment including a computer and 10-key machine; set up and maintain financial files and records; prepare financial reports and statements; understand and carry out oral and written directions; communicate effectively, tactfully and courteously and answer questions in writing, over the counter and by telephone; maintain cooperative working relationships with staff and the general public in a fast-paced, multi-tasking environment; demonstrate sensitivity to, and respect for a diverse population.

KNOWLEDGE OF:
Customer Service techniques and practices; methods, practices, and terminology used in bookkeeping, accounting, and financial record keeping; modern office practices and procedures; standard office productivity software and software applications such as online ticketing services

MINIMUM QUALIFICATIONS:
Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:
Graduation from high school and College level Accounting/Bookkeeping courses.

Experience:
Increasingly responsible experience performing customer service, clerical, accounting and/or box office duties. Previous experience using online ticketing services and ticket printing equipment and previous experience directing the work of others preferred.

PHYSICAL REQUIREMENTS:
Must be able to perform physical activities, such as, but not limited to, lifting heavy items (up to 50 lbs. unassisted), bending, standing, climbing or walking.