

Class Code: E27
City of Anaheim
Class Specification

CLASSIFICATION:
BOX OFFICE SPECIALIST

Definition:

Under moderate supervision, to provide responsible clerical and accounting support to the box office functions of Anaheim Convention Center and Anaheim Stadium; and have functional supervision over part-time staff.

Examples of Essential Job Functions:

Receives and fills orders for advanced sale of group tickets.

Calculates, balances and records group ticket sales.

Notifies employees of scheduled hours.

Supervises and trains ticket sellers and other assigned clerical staff.

Sells advance tickets to individual purchasers at the box office window.

Compiles and types box office budget information.

Receives customer complaints on ticket sales and resolves problems.

Receives, counts and verifies newly printed tickets to manifest.

Calculates and distributes reports on ticket sales and gift cart.

Receives, counts, balances and prepares for deposit cash, checks and credit card slips.

Compiles and types sales reports to promoters and event engagement director.

Operates a personal computer, calculator, CRT, typewriter, tickometer, duplicator, paper drill, money counter, cash register and postal scale.

Receives, distributes and responds to incoming mail.

Maintains office inventory and orders office supplies when needed; maintains office equipment as necessary.

Keeps records, logs and ledgers as necessary.

Acts as a receptionist to the public, taking and responding to calls, screening inquiries, taking messages and scheduling appointments, and providing/ distributing information on public events.

Operates a computer terminal to enter and edit standard information using a limited number of programs and formats.

Researches and compiles information for reports.

Recommends ticket office procedures.

Authorizes armored courier pick up and delivery of box office monies.

Maintains various employee and business mailing lists.

In absence of supervisor, opens and unlocks safe, vault and alarms at beginning of business day; closes, locks and sets safe, vault and alarms at closure.

In absence of supervisor, authorizes persons to enter secured box office area.

Distributes and files various correspondence; types and copies correspondence and memoranda.

Completes inventory of ticket agency sales.

Calculates and prepares refund checks.

Reports information of previous events to management.

In absence of supervisor, may respond to emergency call out from alarm company.

Performs other job-related work as required.

MINIMUM REQUIREMENTS:

Experience in: Performing journey-level clerical and/or cashiering work, preferably in a ticket office.

Knowledge of: Standard office procedures, ticket agency terminology; computer terminal operating methods; business math; account record keeping methods; general principles of supervision and training.

Ability to: Plan, organize and schedule the work of a busy ticket office; maintain accurate accounting and ticket inventory records; make changes and compile statistical reports; operate a computer terminal and use related software; operate a calculator, cash register, typewriter, tickometer, money counter, and CRT; prepare clear and concise reports and logs; accurately handle large amounts of cash; accurately balance cash against ticket sales; speak clearly and distinctly; understand pertinent procedures and functions quickly and apply them without immediate supervision; maintain and modify records and filing systems; provide accurate and timely information to the public; train, assign, check, correct and participate fully in the work of subordinates; establish and maintain effective relationships with those contacted in the course of work.

Physical Requirements: None

License and/or Certification Required: None

Supervision Exercised: Makes assignments, sets priorities for, trains and participates in the review of part-time box office personnel.

Supervision Received: Works under technical supervision. Work in progress and completed work is reviewed periodically.

Career Ladder Information: Experience gained in this classification may serve to meet minimum requirements for promotion to Box Office Treasurer.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised 9/86 - W Jerz
Revised 5/91 - V Kilmurray
Doc: CS1013VK