

**CITY OF ANAHEIM
CLASS SPECIFICATION**

TITLE CODE: 149

CLASSIFICATION: **Box Office Manager**

DEPARTMENT: **Convention/Sports/Entertainment**

CLASS DEFINITION: To supervise and coordinate the Convention Center Box Office and Gift-a-la-Carte program activities and operations within the Convention, Sports, and Entertainment Department; to coordinate assigned activities with other divisions, outside agencies, and the general public; and to provide highly responsible and complex staff assistance to the Financial Accounting Manager.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Financial Accounting Manager.

Exercises direct supervision to technical and clerical staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.

Coordinate the organization, staffing, and operational activities of the Convention Center Box Office and Gift-a-la-Carte programs.

Participate in the development and implementation of goals, objectives, policies, and priorities for box office operations; recommend and implement resulting policies and procedures.

Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.

Direct, coordinate, and review the work plan for assigned box office and gift a-la-carte services and activities; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

Coordinates and/or participates in the selection of assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; recommend adjustments as necessary; participate in recommending plans to increase revenues or decrease expenditures; implement as appropriate.

Prepare and administer ticket orders including ticket design and correspondence with printing companies; ensure the proper deposit of sales funds to banks.

Coordinate ticketing needs with event promoters; utilize a web based technology system and/or in house computerized systems for events; coordinate with event promoters any marketing or promotional campaign needs.

Ensure that ticket sale and Gift-a-la-Carte monies are balanced; maintain balanced change fund in the box office vault at all times.

Ensure that revenue goals are met by selling Convention Center Box Office services and collecting non-food concessions; oversee the marketing and advertising activities for the Convention Center Box Office.

Maintain Convention Center Box Office service levels in a cost-efficient manner; ensure the efficient use of work hours and equipment; reduce losses to the City and tenants by managing program financial matters including the reconciliation of bank statements and the collection of monies due.

Provide guests with souvenir items; operate the Gift-a-la-Carte concession; maintain inventory through the selection and ordering of gifts for display and sale.

Provide staff assistance to the Financial Accounting Manager; participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.

Coordinate Convention Center Box Office activities with those of other divisions and outside agencies and organizations.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of box office operations; incorporate new developments as appropriate into programs.

Perform related duties as required.

JOB RELATED QUALIFICATIONS:

Experience and Education: Six years of responsible experience in the operation of a large box office operation including one year of administrative and/or lead supervisory experience supplemented by a Bachelor's degree from an accredited college or university with major course work in finance, accounting, business administration, marketing, or a related field. An equivalent combination of experience and education sufficient to perform the essential job functions and provide the required knowledge and abilities is qualifying.

Knowledge of: Operational characteristics, services, and activities of box office operations; general accounting principles and practices; cash reconciliation procedures; principles and practices of ticket design, computerized ticketing, and ticket agency operations; principles and techniques of personnel management and training, performance management; labor negotiations processes; grievance handling processes and Memorandum of Understanding (MOU) content; program analysis and revenue forecasting; principles and methods of financial administration in accounting, budgeting, auditing and fiscal planning; principles of public relations and advertising; principles of municipal budget preparation and control; principles of supervision, training, and performance evaluation; principles and procedures of record keeping; principles of business letter writing and report preparation; modern office procedures, methods, and equipment including computers; computer applications such as word processing, spreadsheets, and statistical databases; pertinent federal, state and local laws, codes and regulations.

Ability to: Coordinate and direct box office operations; supervise, direct, and coordinate the work of lower level staff; select, supervise, train, and evaluate staff; recommend and implement goals, objectives, policies and procedures for providing box office and Gift-a-la-Carte operations; understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities; understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations; participate in the preparation and administration of assigned budgets; plan and organize work to meet changing priorities and deadlines; effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of

the unit; work cooperatively with other departments, City officials, and outside agencies; respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility; research, analyze and evaluate new box office program techniques, methods, and procedures; ensure accurate reconciliation of cash receipts against ticket sales; use discretion and exercise sound judgment; work independently; interpret and explain City policies and procedures; prepare clear and concise reports; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

License/Certification Required: Possession of an appropriate, valid driver's license.

WORKING CONDITIONS:

Environmental Conditions: Work is performed primarily in a standard office setting with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends.

Physical Conditions: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

OTHER:

FLSA Designation: Administrative Exempt

Unit Designation: Middle Management

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 inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

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Revised 9/1983 – Sibson & Company
Revised 9/1989 – Ralph Andersen & Associates
Revised 6/2005 – V. Kilmurray
Revised 2/2008 – C. Stewart
Revised 11/2009 – Johnson & Associates