

DEFINITION:

This position is responsible for the oversight of the day-to-day operation of the Redding Convention Center Box Office and Tourism Information Desk. The work involves the coordination of all front of house operations including: managing computerized ticketing system and customer service operations, serving as Manager On-Duty during events, preparing settlement sheets, coordinating needs with users, training and directing cashiers and clerical staff, scheduling ushers and ticket takers, and dealing with problems and unusual situations. The work is performed independently within established parameters and often involves decision-making in the absence of the Manager.

DISTINGUISHING CHARACTERISTICS:

The Box Office Supervisor is responsible for directing the operations of the Redding Convention Center Box Office and Tourism Information Desk. This classification differs from the Convention Center Manager in that the latter is responsible for the overall operations and functions of the Convention Center and the Convention & Visitors Bureau.

EXAMPLES OF DUTIES:

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties. Not all duties listed are necessarily performed by each individual in the classification.

1. Supervise the activities of the box office and tourism information desk staff. Supervise, orient, train, schedule, evaluate, discipline, and motivate staff and operations. Implement and oversee work schedules in accordance with established priorities.

Measures: Direction to staff is clear. Regular performance evaluations are conducted. Employees are made aware of expectations for the division as well as the supervisor. Encourages a team approach toward the accomplishment of assigned tasks.

2. Serve as Manager On-Duty for events.

Measures: Supervise all on-site staff and volunteers to ensure all technical, maintenance, and contractual requirements of the event are met; high customer service standards are met; trouble shoot professionally and responsibly any issues that may arise; represent the facility positively to the promoter and guests.

3. Administer the customer service standards, policies, and procedures of the ticket office and Convention Center facility; develop and maintain a communication system to inform staff of the operational details, services and logistics of each event; coordinate multiple activities; coordinate with others to assure successful events; oversee the maintenance of record-keeping

systems necessary to track and analyze personnel activities, supplies inventory, etc.

Measures: Demonstrates the requisite professional and interpersonal skills, knowledge, and abilities necessary to oversee the day-to-day operations of the ticket office. Handles numerous face-to-face and telephone contacts with coworkers, staff and the public with courtesy while performing required duties. Work is clear, timely, and accurate.

4. Work with user groups, promoters, tenants and maintain necessary records.

Measures: Responds to user groups and the public in an accurate, courteous, and appropriate manner.

5. Professionally handle customer complaints and difficult situations and perform related functions associated with insuring high-quality ticket office and customer services.

Measures: Responds to public in a courteous and appropriate manner.

6. Prepare events guides (instruction sheets for cashiers and front of house personnel) for each event for which tickets are sold. Update cashiers daily on such things as new shows, special coupon offers, etc. Supervise and train front of house and customer service personnel for all events.

Measures: Prepare professional, complete, timely, and accurate materials. Updates to staff are clear, timely and accurate.

7. Settle out shows, pay advances to tenants, and complete documentation on sales and costs.

Measures: Shows are reconciled and settled timely. Advances are paid to tenants timely. Situations such as seat changes, sound board relocations, ticketing price problems, and unhappy customers, are rectified within acceptable time limits when problems occur. Complete and accurate documentation on sales and costs are maintained.

8. Reconcile and process deposits each day. Rectify problems such as unbalanced cash drawers and credit card totals as they occur.

Measures: Deposit is reconciled each day. Problem situations are rectified satisfactorily within acceptable time limits.

9. Prepare budgets for box office operations; forecast staffing needs and costs; assist management staff in seeking revenue enhancement opportunities.

Measures: Resources are requested to meet demands of operations in an efficient manner. New revenue sources are explored and recommended.

10. Build show maps, seating charts and ticket inventory prior to event on sale.

Measures: Coordination with promoters, house technical staff, artists and management to ensure

all elements are considered and appropriate scaling, seating configurations and necessary holds are made before shows are put on sale. Promotions and special sale issues are communicated to sellers and a resulting smooth sale occurs.

11. Perform other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

General principles of public organization and administration; general functions and operations of municipal government; budget procedures and processes; personal computers and various software; principles of supervision; crowd management; front of house and customer service procedures; computerized ticketing systems; procedures and practices for ordering, accounting for, pricing, and selling tickets to obtain best sales results; word processing, spreadsheets, e-mail software programs; and Redding area tourist destinations.

Ability to:

Interact effectively with the public and other employees; perform a broad range of supervisory responsibilities over others; communicate effectively by phone or in person in a one-on-one or group setting; instruct others in an on-the-job setting; install, replace or adjust cartridges, computer paper or other similar objects; operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements; learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting; comprehend and make inferences from written material; produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar; keep accurate and detailed accounting records; enter data or information into a computer terminal or other keyboard device; remain in a standing or sitting position for extended periods of time; work cooperatively with other City employees, lessees, and the general public; work safely without presenting a direct threat to self or others; read maps and give directions to visitors. Work varied shifts, long and irregular hours as requested or required by event schedules.

Education:

Any combination of education and experience that provides the skills, knowledge and abilities listed is qualifying. Typical education would include an Associate's degree from an accredited college or university in recreation, sociology, business or public administration, community studies or a related field.

Experience:

Two years of experience working in a ticket office operation including at least one year of experience selling tickets and experience supervising ticket office and/or front of house customer service staff. Other combinations of experience and education that meet the minimum requirements may be substituted.

Special Requirements:

None.

EST 01/03

Reviewed/no changes 09/08