



Box Office Assistant

Purpose of the role:

Under general supervision, performs a variety of clerical and routine accounting duties supporting the operations of the Fred Kavli and Scherr Forum Theatre box offices; participates in coordinating computerized event ticketing; performs cashiering functions and reconciles daily box office financial records and reports; provides efficient and effective customer service to box office patrons; assists the Box Office Supervisor in scheduling assigned staff and allocation of resources; and performs related duties as assigned. This position interacts closely with theatre patrons, artist representatives, resident arts companies, theatre rental clients and Thousand Oaks Civic Arts Plaza (TOCAP) partner organizations.

Distinguishing Characteristics:

This class is responsible for assisting the Box Office Supervisor in overseeing all aspects of Box Office Operations. It is distinguished from the Box Officer Supervisor by the latter's responsibility for direct supervision of box office activities.

Essential Duties and Responsibilities:

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

- Fosters and maintains positive working relationships with resident arts companies, theatre rental clients, Thousand Oaks Civic Arts Plaza partner organizations, and other City departments.
- Provides assistance in the computerized box office ticket system for the City; participates in ticket design and the processing of subscription, single ticket, group and school sales; provides will call ticketing on performance dates.
- Assists in executing sales campaigns through networking, direct mailing and telemarketing; coordinates season ticket packaging for several mass mailings.
- Provides assistance to box office patrons, donors and City officials; responds to ticketing questions, inquiries and complaints.
- Examines daily receipts for accuracy and completeness; codes and prepares receipts of all funds received; prepares and reconciles daily box office financial records and reports; monitors theatre donations to charitable organizations; maintains deposit records and prepares monthly reports.
- Assists finance department in researching and resolving unbalanced theatre accounts; researches and resolves returned checks and credit card charge backs.
- Collects financial information from various sources and compiles data into worksheets and spreadsheets for assigned research and special projects; facilitates the integration of computerized ticketing software with City finance software applications.
- Provides assistance in organizing, supervising and evaluating

assigned staff; monitors performance and provides guidance for performance improvement and development; may participate in selection of customer service and/or box office staff.

- Assists in development of schedules and methods for providing box office services; identifies and recommends needed resources.
- Monitors and maintains office supplies necessary for daily operations; orders supplies as needed.
- Maintains box office security systems.
- Performs related duties as required

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic box office operations and procedures for a performing arts facility.
- Principles and practices of customer service.
- Accounting, cash handling and bookkeeping procedures.
- Basic principles of financial reporting and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases.

***Desired
Minimum
Qualifications:***

Ability to:

- Provide effective and efficient customer service at the assigned box office.
- Respond to requests and inquiries from patrons regarding box office operations and related theatre events.
- Utilize an automated box office system, computer terminals and standard computer equipment and software.
- Perform basic and complex mathematical functions with speed and accuracy.
- Prepare routine financial reports of box office operations.
- Work varying hours, including weekends, evenings and some holidays; remain calm in stressful situations, and stand for extended periods of time in a confined area.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Results Oriented
- Customer Focused
- Flexible/Adaptable
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade.

***Education and
Experience
Guidelines:***

Experience:

Three years of clerical accounting experience including one year of customer service experience; experience in a live performing arts facility desirable. Knowledge of computerized ticketing systems preferred.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

***Physical and
Environmental
Conditions:***

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Theatre box office setting; regular interaction with the public, community organizations and theatre patrons

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

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