



Box Office Supervisor

Purpose of the role:

Under direction, supervises, assigns, and reviews the work staff responsible for providing efficient and effective customer service to patrons of the Fred Kavli and Scherr Forum Theatres; supervises and coordinates ticketing, order processing, subscriptions, renewals and financial reporting; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and performs related duties as assigned.

Distinguishing Characteristics:

The Box Office Supervisor assumes responsibility for supervising and overseeing all box office activities for the two theatres at the Civic Arts Plaza. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Box Office Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence.

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.

Essential Duties and Responsibilities:

- Plans, organizes, supervises, and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.
- Participates in the selection of customer service and/or box office staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing box office services; identifies resource needs; re-views needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives, and values.

- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitor and approves expenditures; recommends budgetary adjustments as necessary.
- Supervises box office ticket system for the City; orders, codes and controls the sale of tickets for theatre events at box office window, telephone or mail order; establishes and implements security system for box office cash register, bank deposits and ticket stock; maintains theatre patron mailing list.
- Develops and maintains monthly calendar of events, box office phone recordings, and subscription office phone system; develops and promotes group sales packages for potential theatre users.
- Monitors access to the theatre for security purposes.
- Monitors accurate recording for cash/credit card transactions and coordinates with Finance department on financial reporting requirements and needs; verifies, approves and reports all cash, credit card, gift certificate, refund or exchange transactions.
- Responds to inquiries and complaints from the public; attends meetings with other department and City staff and concerned organizations.
- Prepares or reviews and maintains a wide variety of written reports and records including daily cash and final box office report.
- 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.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Theatre operations and procedures, and box office management techniques for a performing arts facility.
- Principles and practices of customer service.
- Methods and techniques of accounting, cashiering and bookkeeping.
- Principles of supervision, training, and performance evaluation.
- Computerized ticketing systems.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Supervise, coordinate, and direct box office activities and operations.
- Select, train, supervise, organize, and review the work of assigned staff involved in providing customer service at the assigned box office.
- Recommend and implement goals, objectives, policies, and procedures for providing ticket sales and promotions.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned

responsibilities.

- Utilize an automated box office system, computer terminals and standard computer equipment and software.
- Perform basic and complex mathematical functions with speed and accuracy.
- Work varying hours, remain calm in stressful situations, and stand for extended periods of time in a confined area.
- Participate in the preparation and administration of assigned budget.
- Prepare clear, concise, and comprehensive reports.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
- 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:**
- Strategic Thinker
 - Customer Focused
 - Accountable
 - Problem Solver and Decision Maker
 - Planner and Organizer
 - Interpersonally Effective
 - 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 and Experience Guidelines:**
- Education/Training:**
Bachelor's degree from an accredited college or university with major course work in public or business administration, theatre arts or related field.
 - Experience:**
Six years of box office experience in a live performing arts facility including two years of lead supervisory responsibility.
 - 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.

Date Adopted: 07/5/03

Date Revised: