JOB TITLE : BOX OFFICE COORDINATOR

JOB FAMILY : AUXILIARY SERVICES

BAND : D

FLSA : NONEXEMPT

JOB CODE : 10117

MAIN FUNCTION:

Work with event managers on ticketing needs, audience amenities, explaining house policies and orienting/training ushers and other volunteers.

ESSENTIAL DUTIES & RESPONSIBILITIES :

Work with event managers on ticketing needs, audience amenities, explaining house policies and orienting/training ushers and other volunteers.

Administer ticket system. Serve as primary contact with University Ticket vendor.

Set up each event's ticketing requirements utilizing ticketing software.

Address and resolve potential issues.

Work with ticket vendors on customization of software.

Process and print ticket orders.

Answer calls and emails from patrons, field audience concerns and feedback.

Provide post-event ticket reports to presenters and accounting personnel, preparing a final ticket income report.

Purchase supplies and equipment.

Print event tickets.

JOB PROFILE :

MINIMUM EDUCATION/ EXPERIENCE: Associate's degree and 2 to 4 years of relevant experience or equivalent combination.

IMPACT: Error would affect the beyond work group or department.

CONTACTS INSIDE THE UNIVERSITY: Assist others, provide or obtain cooperation for task completion, handle confidential information.

CONTACTS OUTSIDE THE UNIVERSITY: Conduct straightforward business; provide factual information; handle confidential information.

CONTACTS WITH STUDENTS: Provide information or instruction on policies/procedures.

SUPERVISION GIVEN: Group leader; full responsibility for students, temporaries.

COMPLEXITY: Activities specifically focus on both an entire field and related areas.

LEVEL OF DECISION MAKING: Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities.

FREEDOM OF ACTION: Very general supervision; resolve most problems and accomplishes most tasks alone; keep supervisor informed of progress.

SUPPORT SKILLS - WRITING: Provides non-standard responses to inquiries

SUPPORT SKILLS - COMPUTERS: Uses business or technical programs for data input or word processing to create documents or reports

WORKING CONDITIONS: Physical: Lift 10 lbs. to 20 lbs.
                           Visual: Close concentration and visual attention
                           Hazards: Normal working conditions, including no or limited exposure to
                           hazardous conditions/materials/equipment. Safety gear may
                           sometimes be required