



Job Title: Box Office Coordinator

Exemption Status: Exempt

Reports to: Assistant Director of Sales and Booking

Date Revised: June 2023

Dept./School: Curtis Culwell Center

Pay Grade: 103

Primary Purpose:

This position manages all day-to-day aspects of our box office. The Box Office Coordinator will be on the front line, interacting daily with our patrons and providing for their needs. In coordination with the Assistant Director, this position will lead a team of customer service professionals and services that reflect the quality and grandeur of the Curtis Culwell Center.

Qualifications:

Education/Certification:

- Bachelor's degree in a related field

Experience:

- Minimum of three (3) years or more equivalent experience in the capacity of Box Office Supervisor, Box Office Manager, or Assistant Box Office Manager
- Some experience in supervising personnel and maintaining appropriate operational budget line items

Special Knowledge/Skills/Abilities:

- Knowledge of computer-based ticketing
- Strong written and verbal skills
- Demonstrates ability to analyze data, format, and present reports
- Knowledge of basic personnel management guidelines and proven experience leading and training staff members.
- Skill using Word, Excel, and MS Outlook
- Highly motivated self-starter, a hard worker with a high energy level; a "doer" with a willingness to work hands-on in assisting customers and staff
- A visionary, strategic thinker, and problem solver
- Knowledge of basic cash handling procedures and fiscal responsibility.
- Experience managing deposits
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers, building clients
- Possess high standards of integrity, credibility, and reliability
- Possess the ability to work on multiple projects simultaneously, set priorities, and meet short deadlines with limited supervision
- Works well independently and in a group setting, and is a true team player
- Demonstrated knowledge of data processing and reporting methods, practices, and procedures
- Ability to maintain high poise and professionalism in all circumstances

Major Responsibilities and Duties:

Performance Effectiveness

1. Day-to-day operation of a centralized box office.
2. Provide feedback regarding customer entertainment preferences and purchasing habits.
3. Responsible for ticket office efforts regarding special sales periods (i.e., option periods, season sales, comps) and daily ticket sales.
4. Accountable for developing procedures to ensure compliance with Curtis Culwell Center policies and procedures for all phases of ticket sales.

5. Supervising the closing, balancing daily sales for events, and filing cash settlement reports and payments.
6. Ascertain, promptly, courteously, and informally resolve customer concerns, requests, and complaints.
7. Coordination between computer ticketing needs and staffing for events.
8. Maintain the box office environment conducive to customer service, sales promotion, safety, and quality of work life.
9. Prepare reports reflecting box office sales efforts and accounting reconciliations.
10. Prepares reports for rentals and administration regarding ticketing transactions.
11. Devises suggestions for administration regarding box office staff retention.
12. Engages with critical customers and assists them with their ticketing needs.
13. Maintains quality database entry practices by self and staff.
14. Manages ticketed events on weekends and in the evenings.
15. Maintain knowledge of industry standards to create standards and expertise in the box office that enables the organization to conduct business that exemplifies the best of our industry.
16. Reporting ticket sales totals to Pollstar.
17. Hire, train, and supervise box office staff.
18. Schedules box office staff, assistant box office coordinator, parkers, DVD sellers, merchandise sellers, and guest services.
19. Manage hospitality lounge.

Professional Effectiveness

20. Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same.
21. Takes initiative and is proactive in approaching tasks. Ability to make decisions and take actions consistent with organizational goals
22. Utilizes finances, budgets, facilities, equipment, supplies, and materials efficiently and effectively to support the department and organization's needs. Follows budget procedures and meets deadlines.
23. The Level of interest in role development, motivation, and the willingness to improve performance and increase job knowledge.
24. Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to the supervisor—discretion in handling confidential material.
25. Includes the ability to express ideas effectively, whether face-to-face or in writing, in individual and group situations. Presentations are conveyed clearly and concisely to the audience. Adjusting tone and terminology to the needs of the audience. Openly exchanges information promptly. Knows who to keep informed. Uses confidential information with discretion.
26. Ability to schedule workload, set priorities, and manage time to complete assignments and fulfill responsibilities.
27. Ability to use time, money, technology, and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
28. Interaction with internal and external customers. It requires putting yourself in the customer's place, anticipating and accurately meeting needs. It also means following up and monitoring the situation to satisfy the customer.
29. Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations, and commit to understanding and remedying interpersonal conflicts.
30. An Individual's ability to demonstrate the specific skills necessary to the position using procedures, tools, and equipment required to accomplish work.
31. Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. It is being able to anticipate change and bring about changes when needed with proper professionalism.

32. Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action and is efficient, resourceful, and creative in attaining position objectives—the ability to be self-directed.
33. Trains employees and sets standards for work performance, strengths, and limitations of subordinates. Effectively directs performance management as a means of developing employees. Delegates authority as necessary and inspires staff to work toward common goals. Motivates employees to achieve objectives. Sets expectations/monitors the performance of direct reports.
34. Requires understanding how the job fits into the “big picture,” identifying the essential requirements, and matching people’s skills and experience. Applies to the recruitment of staff, distribution of duties or projects to the current team, and placement of staff in work groups.
35. Manifests support for and compliance with the philosophy, objectives, policies, and procedures of the Curtis Culwell Center and Garland ISD.
36. Follows Curtis Culwell Center policies about individual assignments.
37. Demonstrates an interest in acquiring new skills and knowledge.
38. Seeks professional growth through continuing education and staff development.
39. Performs other duties as assigned.

Supervisory Responsibilities:

Assistant Box Office Coordinator and Staff

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Standard office equipment, including a personal computer and peripherals

Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting

Motion: Repetitive hand motions, frequent keyboarding, and use of a mouse; occasional reaching

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: Work irregular hours; occasional prolonged hours

Mental Demands: Work with frequent interruptions; maintain emotional control under stress; maintain confidentiality

This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____