

**ALASKA CENTER FOR THE PERFORMING ARTS
JOB DESCRIPTION**

Title:	ASSISTANT BOX OFFICE MANAGER		
Salary Grade	6 (Commensurate with experience, base rate \$15.07/hour)		
Schedule:	M-F, 8am to 5pm with regular evenings & weekends		
Part Time: <input checked="" type="checkbox"/>	Non-Exempt: <input checked="" type="checkbox"/>	Department:	Ticket Office
Reports to:	Director of Ticketing, Box Office Manager	Supervises:	Box Office Staff

SUMMARY

The Assistant Box Office Manager is responsible for cultivating a positive work environment, advancing superior customer service, supervising ticket office staff and supporting the Box Office Manager.

RESPONSIBILITIES AND DUTIES

1.0 Manage Box Office Operations

- 1.1 Foster positive relations with event presenters and the general public
- 1.2 Coordinate and maintain CenterTix's social media presence
- 1.3 Implement and enforce ticketing policies and procedures
- 1.4 Maintain events on computerized ticketing system
- 1.5 Resolve client and customer challenges
- 1.6 Troubleshoot technical issues

2.0 Supervise Ticket Office Staff

- 2.1 Train, supervise and support sales associates
- 2.2 Assess and guide sales associate staff through performance of duties
- 2.3 Perform shift double checks and reconcile staff receipts at shift end
- 2.4 Produce and distribute weekly box office staff schedule
- 2.5 Interview ticket office applicants and make recommendations about hiring
- 2.6 Produce and revise ticketing policy and procedure documentation for staff

3.0 Support Event Presenters

- 3.1 Assist event presenters through ticketing double check process
- 3.2 Fulfill event presenter requests
- 3.3 Coordinate day of show ticketing and reporting needs

4.0 Other Duties as Required

- 4.1 Work a flexible schedule including nights and weekends
- 4.2 Attend regular meetings
- 4.3 Contribute to periodic ticket department meetings

Accepted by: _____ Date: _____ Accepted by: _____ Date: _____
Assistant Box Office Manager President

**ALASKA CENTER FOR THE PERFORMING ARTS
POSITION SPECIFICATIONS**

JOB TITLE: Assistant Box Office Manager
GRADE: 6

Enthusiasm for the performing arts
Strong customer service background
Bachelor's degree preferred (or equivalent work experience)
2 or more years experience in a ticket office environment
2 or more years experience supervising a crew of 10 or more staff preferred

Working knowledge of and demonstrated use of ticketing software; especially ShoWare
Ability to provide leadership in performance of duties
Ability to size up situations and make appropriate decisions
Strong time management skills
Ability to handle confidential information appropriately
Ability to organize work flow to set and meet deadlines
Ability to speak fluently and professionally to individuals and groups both face to face and via telephone
Ability to demonstrate superior writing skills
Working knowledge of Microsoft Office suite especially Excel, Word, Access and Publisher
Working knowledge of basic accounting math
Ability to use PC compatible computers

PHYSICAL DEMANDS OF POSITION:

Stand, sit, stoop, walk and climb stairs
Lift or move 25 lbs.; occasionally moves 50 lbs

WORK ENVIRONMENT:

Usual office surroundings
Occasional travel to outside locations

Reasonable accommodation will be explored to enable persons with disabilities to perform essential functions of the job.

APPEARANCE AND DRESS:

Appropriate to the work situation.

THE ALASKA CENTER FOR THE PERFORMING ARTS IS AN EQUAL OPPORTUNITY EMPLOYER