

SAUGATUCK CENTER FOR THE ARTS

Job Description | Box Office Supervisor

<p>1) Primary Function</p> <ul style="list-style-type: none"> • Why does the job exist? 	<ul style="list-style-type: none"> • This person fulfills a seasonal, 25-30 hour/week position as the manager of the Box Office, of customer service, and is responsible for stocking Box Office needs. Also, this position is expected to work Box Office shifts every week on top of regular duties as Supervisor • As the front line of the SCA, the Box Office Supervisor is a position that must maintain the image of the SCA to customers, visitors, and/or any incoming communication in the area. The Box Office Supervisor, then, is the “face” of the SCA in terms of attitude, competency, knowledge, and appearance.
<p>2) Working Relationships:</p> <ul style="list-style-type: none"> ▪ Reports to whom? ▪ Supervises whom? ▪ Interaction with customers 	<ul style="list-style-type: none"> • Reports to Operations Manager • Reports to other designated managers when assigned to • Responsible for supervising box office (May – August) with accompanying financial-management responsibilities • Comfort with customer service and be able to work well with many different types of people • Works well under pressure and feels comfortable with trouble shooting on the spot • Must present oneself in a professional manner: phone, person to person, and email language; display a professional appearance; display a professional attitude
<p>3) Principal Duties & Responsibilities</p> <ul style="list-style-type: none"> ▪ Essential job functions ▪ Primary day-to-day responsibilities & activities of the position. 	<p>BOX OFFICE COORDINATION</p> <ul style="list-style-type: none"> • Maintains log for Flex Passes, Art Passes, donor comps, and other ticket discounts. • Extensive knowledge of ticketing system including ticket printers. • Maintain ticket stock. • Functions as back-up House Manager and as “on call” Box Office employee • Assist with volunteer scheduling and follow-up for events • Other duties as assigned by Executive Director and/or Operations Manager. <p>MANAGEMENT</p> <ul style="list-style-type: none"> • Responsible for helping train box office team June – August. • Responsible for scheduling box office team June – August (Supervisor will work 4-5 days/week, on call for 7). • Responsible for staff performance. <p>TICKETING</p> <ul style="list-style-type: none"> • Know how to open, close, and operate within ticketing system • Know how to handle money with customers and also at opening and closing of the Box Office shift • Responsible for knowing how to operate the phones and voicemails, email, basic tasks in Windows programs, including Microsoft Excel • Know how to process tickets over the phone, in person, or through the mail (if necessary) • Know how to cancel, exchange, reopen, or add to existing orders within Tix • Must know how to enter, manipulate, or cancel patron information within ticketing system • Must know how to look up patrons in our system (in any way necessary)

	<ul style="list-style-type: none"> • Must know how to manipulate seating availability • Must know how to print tickets for shows, stock printer (BOCA and HP 3630), run Will Call for a show with a volunteer, and how to save an Event Detail Report • Is responsible for being knowledgeable about the SCA website, sc4a.org, and the Saugatuck area • Occasional opening/closing cleaning tasks
<p>4) Work Environment</p> <ul style="list-style-type: none"> • Working conditions including physical requirements, equipment used, time constraints, public contact, etc. 	<ul style="list-style-type: none"> • Occasional lifting of materials of up to 20 pounds is necessary. • Job is performed within the SCA box office. • Job requires working days, evenings, and weekends. • Job requires extensive contact with the public and, therefore, comfort with a customer service related position for the SCA.
<p>5) Education & Experience</p> <ul style="list-style-type: none"> • Minimum education and/or experience required to perform the job. 	<ul style="list-style-type: none"> • Prior box office or retail experience desired. • Supervisory experience desired. • Money handling experience desired. • Excellent interpersonal and customer service skills. • Strong organizational skills. • Ability to work well with others and be a team player. • Ability to follow written and verbal direction. • Ability to meet deadlines and manage multiple projects simultaneously. • Proficiency in Microsoft Word and Excel. <p>ADDITIONAL SKILLS: Retail experience utilizing registers/credit card machines desired</p>