



Job Description

Job Title:	Box Office Coordinator	Job Code:	3207
Division:	Visual and Performing Arts	Grade	I
Date:	Revised May, 2006	FLSA:	Non-Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Manages the CPCC Box Office in the Halton Theater and Pease Auditorium. Responsible for distributing direct mailings for CPCC performance events, including but not limited to Theatre, Dance Central, and Opera Theatre; taking orders for tickets and subsequent processing and mailing tickets; receiving payments for tickets and making daily audits; supervising Box Office Staff; maintaining contact with media.

Characteristic Duties and Responsibilities:

1. Supervises preparation of bulk mailings, including brochures, fliers, posters, cards, and letters.
2. Maintains and updates mailing lists with the Director of Operations.
3. Requests mailing list address labels.
4. Hires and supervises the Box Office staff in collaboration with the Director of Operations.
5. Takes phone, internet and mail ticket orders to process and mail.
6. Monitors expenses on P-cards and keeps Executive Director informed.
7. Audits ticket sales with the Director of Operations.
8. Prepares and submits series of reports for Executive Director detailing attendance and monies received.
9. Prepares deposit information for the Administrative Clerk.
10. Works with Executive Director, Director of Operations, Division Directors/Chairs and representatives of external productions to accommodate their box office needs.
11. Performs other duties as assigned.

Reporting Relationships:

Direction Received: Receives direct supervision from the Director of Operations.

Direction Given: Responsible for directing and monitoring the work of non-faculty staff student and/or temporary and/or seasonal employees.

Minimum Requirements:

Bachelor's degree or relevant combination of education & experience; one to three years of management experience in ticketing or related industry; supervision experience required.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.



Job Description

Job Title:	Box Office Coordinator	Job Code:	3207
Division:	Visual and Performing Arts	Grade	I
Date:	Revised May, 2006	FLSA:	Non-Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of computer skills, including Microsoft Office products

Knowledge of theatre facilities

Experience with handling money and personnel management

Knowledge of effective publicity techniques

Excellent interpersonal and organizational skills

Knowledge of computerized ticketing systems preferred

Working Conditions:

Typical office environment with direct customer service interaction; shift work, evening and weekend hours required.