

TICKET OFFICE/CUSTOMER RELATIONS ASSISTANT – VISUAL & PERFORMING ARTS CENTER

DEFINITION

Under supervision, assist the Ticket Office Supervisor – Visual & Performing Arts Center with coordinating ticket office operations, and perform related work as required.

TYPICAL DUTIES

Assist the Ticket Office Supervisor with all aspects of ticketing operations, such as supporting walk-up, phone, mail and internet sales; serve as acting ticket office lead in the absence of the ticket office supervisor; select, schedule and train temporary ticket office staff; coordinate the work of staff and temporary employees; assist with planning, organizing and directing ticketing for professional, student and community produced events; effectively build events in the ticketing system in a timely manner, using agreed upon pricing, scaling and tracking information; work with various departments to track, code and flag information in order to provide optimal system efficiency, reporting and analysis; prepare queries and generate reports needed to summarize and track ticket sales, financials and other information; assist supervisor in working with the system's provider to resolve system-related performance issues, coordinate training, maintenance activities and system upgrades; assist supervisor to develop and institute service standards, policies and procedures related to ticket office operations; act as a liaison between the ticket office and student organizations, campus departments, community organizations, commercial promoters and other event producers to assist with determining the ticketing requirements of their events and prepare written advance sheets to document, summarize and communicate these discussions; work with event producers to coordinate ticket office resources; act as a liaison between the ticket office, patrons, house staff and security at events, providing assistance with seating, ticket and/or crowd control issues to ensure a high level of customer service; assist with reviewing ticketing plans. Assist with budgeting; monitoring expenses; specification and purchase of ticket office equipment and software, and related maintenance/services/upgrades; oversee ticket office supplies inventory; data entry as needed to assist with ticketing and promotion of events, maintaining of records, and communication with others; communicate regularly with ticket office staff to keep them apprised of current on-sale information; promote and maintain high standards in customer service for ticketing operations; assist with monitoring phone traffic through call management tools; proof marketing materials for accurate ticket pricing and ordering information; work with the appropriate college and district departments to assist in maintaining sound fiscal practices, procedures, systems and policy to ensure the accurate recording, reconciliation and deposit of ticketing-related transactions in compliance with legal and organizational requirements; oversee cash, check, credit card and banking transactions and cash handling in the ticket office; perform the daily reconciliation of ticket office revenues; assist with the supervision and regulation of accounting and fiscal controls of all monies, tickets, and other valuables in ticket office safe(s); set up and balance cash drawers and prepare bank deposits; prepare and report daily bank deposit logs; maintain records necessary to provide an audit trail of all ticket office activity; assist with audits; answer phones and sell tickets before performances and during normal business hours as needed; perform the work of other ticket office/customer relations personnel as needed; troubleshoot problems as they arise; perform related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years of experience working in a ticket or similar office with a computerized ticketing system.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Associate's degree from an accredited college or university in business, arts management, or related field; **OR**, completion of two years of college with three or more courses in accounting, marketing, or business administration. Additional qualifying experience may be substituted for the desired education on a year-for-year basis.

One year of education is equal to 30 semester units.

KNOWLEDGE OF

General accounting and cash handling procedures; contemporary approaches to delivering consistently high levels of customer service; principles and practices of effective supervision and training; an understanding and working knowledge of contemporary ticketing and customer relationship management systems, performing arts organizations and standard theatrical protocols; computer software related to office procedures and processes; applicable policies, regulations, procedures and processes; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment.

ABILITY TO

Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively perform responsibilities, including but not limited to, word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; work successfully with diverse populations.

Physical and Environmental Factors: Regularly lift up to 10 lbs. without assistance, occasionally up to 30 pounds.

TYPICAL EQUIPMENT USE (May include, but not limited to) Current office technologies, including equipment such as desktop computers, copier, fax, telephone, calculator; ticket printers; cash drawers; two-way radios; and other equipment common to the field to which the position is assigned.