



Job Specification

Job Title: Box Office Manager, Rialto Center
BCAT Code: 455X AA
Pay Grade: G12

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Oversees the daily operations and activities for the box office in the Rialto Center for the Performing Arts.

Examples of Duties

- Manages, plans and implements Rialto Center's box office activities, including processing of ticket orders for large seat performance hall.
- Supervises, schedules and trains box office staff.
- Assists in conducting personnel matters such as recruiting, hiring, terminations, promotions, etc.
- Identifies and handles problems, complaints and inquiries.
- Acts Rialto Center liaison with ticket-service companies and related vendors.
- Maintains accurate reporting and evaluation of ticket sales on computerized ticketing system.
- Assists in group sales solicitation.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Considerable knowledge of box office management practices and procedures.
- Considerable knowledge of budgetary, accounting and bookkeeping practices and procedures.
- Knowledge of basic computer operation and box office software packages.
- Effective time management and organizational skills.
- Ability to supervise, train and motivate lower level employees.
- Ability to communicate effectively orally and in writing.

Minimum GSU Hiring Standards

Bachelor's degree and four years box office management experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.