



Classification Description

OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Box Office Coordinator	Bargaining Unit	Non-represented
Functional Job Family	Administrative Support	Classification #	8023
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	213
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	June 2008

Summary:

Leads and coordinates activities of part time ticketing staff, and reconciles daily box office receipts. Assists Ticket Services Manager with administrative duties. Provides customer service to the public.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

Essential Functions:

- Balances Box Office Receipts and submits reports to MERC accounting.
- Supervises, monitors and assists ticket sellers with window sales and balancing at the end of shift.
- Supervises evening and weekend events. Completes accurate event box office settlements as needed.
- Assists ticket services manager and assistant manager with administrative duties and projects. Reviews event settlement documentation, assists with interviews and hiring of part-time staff. Participates in Ticket Services meetings.
- Creates event information documents. Imports information into EBMS folder and notifies departments when information is complete.

Secondary Functions:

- Coordinates group sales activities as directed.
- Creates and distributes monthly newsletter to Ticket Service's staff.
- Provides customer service to clients, exhibitors, contractors and other visitors; research and resolve client account questions; assist exhibitors with service orders.
- Regularly communicates ticketing information to volunteer staff.
- Assists with promoter requests and ticket orders as needed.



- Answers telephones, and greet and refer visitors to appropriate staff member or department. Orders and maintains office supplies and arrange for equipment maintenance as needed.
- Attends and participates in staff and committee meetings.
- Opens, sorts, and distributes incoming correspondence, including faxes and email.

Supervisory Responsibilities:

This position has lead responsibility for part-time ticketing staff, and volunteer staff. The position may assist with orientation of new members of the work group.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High School Diploma or GED, and
- A minimum of two (2) years experience in a ticketing, administrative support or general clerical position, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Necessary Knowledge, Skills and Abilities:

- Knowledge of ticketing processes and procedures.
- Solid knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of administrative and clerical procedures and systems such as word processing, file management and record keeping.
- Skill in basic math record keeping, writing and basic report preparation.
- Intermediate skills in Windows based programs, such as Word and Excel.
- Ability to prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to discretely and effectively handle information of a confidential or sensitive nature.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to operate general office equipment such as a computer, copier, fax machine, calculator and scanner.
- Ability to operate multi-line phone system.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work various hours, including evening, weekends, and holidays.

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.
- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist.



- Frequently required to reach with hands and arms.
- Occasionally required to stoop, bend and kneel; stand and/or walk for extended periods of time; lift, push, pull and/or carry objects up to 10 pounds.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date