



# BOX OFFICE SUPERVISOR

## POSITION DESCRIPTION

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Norris Box Office Student Supervisors (NBOSS) are responsible for the effective operation of the Box Office through their coordinated efforts and those of their student staff. Comprising part of the administrative body of the NBO, they direct operations within the office when the Cash Operations Manager is unavailable.

## HUMAN RESOURCES DETAILS

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**Shifts:** 8-12 hours/week • Mornings, evenings, and weekends available

**Starting Wage:** \$8.05/hour

**Reports To:** Cash Operations Manager

## ESSENTIAL FUNCTIONS

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NBO Student Supervisors report directly to the Cash Operations Manager. The NBOSS assume various roles in the performance of their responsibilities. These include serving as: ticket sales advisor, sales agent and invoice preparer for Northwestern event sponsors; customer service representative to ticket purchasers; supervisor and information resource for the Box Office staff; and NBO representative at Norris University Center student supervisor meetings.

As immediate supervisors to the Box Office staff, the NBOSS interview, hire, train and schedule NBO student staff. They ensure that NBO attendants know how to perform their responsibilities, support all appropriate functions related to NBO transactions and are kept informed of new sales events, new policies and service issues.

Other NBOSS responsibilities include:

- Ensuring that staff maintains an organized, clean, and presentable area.
- Identifying and managing staff projects.
- Ensuring accurate fiscal management.
- Responding to inquiries from the Cashiers Office and SOFO.
- Covering shifts (both regular and unexpected openings) that are not filled by student employees.
- Maintaining user statistics, database management, income reports and annual reports.
- Generalizing service issues to ensure that office procedures are current and relevant.
- Meeting weekly with the Cash Operations Manager.
- Coordinating and facilitating staff meetings on a quarterly basis and when necessary.
- Coordinating advertising and promotions for the area including updating web site through the Marketing department and NBO's Facebook group.
- Attending monthly Cash Operations student supervisor meetings.
- Participating in Norris University Center orientation, training, assessment and evaluation programs.
- Other duties as assigned.

## MINIMUM SKILLS AND QUALIFICATIONS

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- Current Northwestern University Undergraduate Student
- Very good organization skills

- Discrete, conscientious and possessing a dependable work ethic
- Good written and verbal skills
- Very good cash handling skills and experience
- Ability to focus in on details while maintaining a “big picture” perspective
- Very good problem solving and decision making skills
- History of performance within an environment focused on team participation and customer service
- Ability to work independently
- Experience within a box office environment



## OUTCOME EXPECTATIONS AND RESPONSIBILITIES

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### CUSTOMER SERVICE

-  **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  - Proactively acknowledges persons near the service counter window to determine if they need assistance
  - Provides equal attention/service to all persons at the service counter
  - Ensures that customer information is secured according to NBO/University policy.
  - Refers event sponsors to the Cash Operations Manager when events require more resources and detailed planning.
-  **Presentation** – positive image and reflection of self and the Norris Center
  - Maintains a positive helpful demeanor with customers throughout the interactions
  - Dresses in an appropriately conservative manner and does not wear items that would distract or inhibit communication with the customer—this includes audio equipment, headwear, non-prescription eyewear, etc.
  - Wears nametag
  - Monitors NBO staff to verify that they keep area clean—free of clutter, books and food—and conducive to good customer service
-  **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Repeats ticket order to the customer before fully executing sales transaction
  - Verifies that the requested transaction was performed as intended by the customer—includes verifying that the tickets were issued correctly by event, date and time, and quantity.
  - Gives accurate information after verifying with resources. If assumptions/conclusions are unavoidable by customer request, clearly identifies these assumptions/conclusions as such.
  - Accepts responsibility for answering customers’ questions whenever possible—including questions about University events/items not directly related to the Box Office—by using available resources such as the Internet or departmental phone numbers at Norris or the greater University.
  - Reports customer issues to the Cash Operations Manager in writing and performs follow up verbally.
  - Follows up with event sponsors to ensure that sales terms and information formatting is appropriate

### RESPONSIBILITY

-  **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Is available for Norris training sessions immediately prior to the start of the academic year and as scheduled
  - Actively participates toward finalizing the scheduling process promptly
  - Abides by work schedule by incorporating it into overall personal schedule
  - Uses electronic timekeeping system to swipe in/out for scheduled shifts and signs in/out on attendance sheet
-  **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  - Uses time effectively to accomplish internal controls money, tickets and patron information while providing good customer service
  - Completes all assigned tasks in a timely manner
  - Handles payments soberly and verifies cash according to NBO policy when accepting and dispensing it
  - When billing, verifies final sales by way of documentation provided by the NBO ticketing systems and the






## Cashiers Office deposit receipts

- 👤 **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  - Handles errors effectively by verifying procedures and communicating issues to the other NBOSS and the Cash Operations Manager
  - Follows up with the other NBOSS, staff and Cash Operations Manager with respect to issues raised previously within the office in general and possibly yet to be resolved
  - Accepts direction as a way of gaining knowledge and improving future performance
  - Gives direction to help develop staff and improve NBO systems
  
- 👤 **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
  - Understands all general tasks and responsibilities of being a Norris Box Office Attendant and Supervisor
  - Understands the functioning of the ticketing systems used in the office enough to create events and advise event producers
  - Understands NBO sales, distribution and payment policies enough to be able to determine if changes are necessary and to suggest new policies to the Cash Operations Manager
  - Understands office security, payment processing and cash handling as required processes for all to follow within NBO and is able to train NBO Attendants on them.
  - Asks questions and provides feedback to better develop personal knowledge and to contribute to the knowledge and awareness of NBO Attendants and the Cash Operations Manager
  - Attends personal and staff development opportunities willingly and with an open mind
  - Possesses general knowledge of Norris University Center functions and layout
  - Knows the hierarchy of the Norris Business Operations department and the administrators to contact if the Cash Operations Manager is unavailable
  - Has perspective of the NBOSS role as it relates to the Norris University Center mission





## TEAMWORK

- 👤 **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Verifies with the Cash Operations Manager that all NBO staff have completed the necessary paperwork before being placed on work shifts
  - Creates clear work shift schedules and communicates them to the NBO staff and the Cash Operations Manager by e-mail and office information board
  - Maintains a current list of contact information (phone and e-mail address) for each NBO staff member
  - Logs all unresolved customer service issues and updates logs upon resolution
  - Provides necessary updates, verbal and written, to staff members, the other NBOSS and Cash Operations Manager regarding new sales events or office issues
  - Speaks with appropriate levels of respect and tone when addressing customers, Norris visitors, supervisors and all Northwestern employees
  - Is able to coordinate and facilitate information sessions for student leaders whose organizations contract NBO
  
- 👤 **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  - Works with the other NBOSS and the Cash Operations Manager to handle NBO operations effectively with minimal duplication of effort and disruptions due to lack of communication
  - Contributes effectively during meetings, sessions and events—demonstrating enthusiasm and support for coworkers, while demonstrating sensitivity and honesty when addressing negative issues requiring remedy
  - Approaches tasks related with being an NBOSS as necessary to the overall collaborative success of the team within NBO as well as the team within Norris
  - Is willing to participate in Norris-wide initiatives directed at student development
  - Makes it a point to keep in touch with all staff members individually throughout a quarter regardless of whether their shifts coincide
  
- 👤 **Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  - Sensitive to the diverse and varying needs of all Norris visitors and Northwestern employees

## LEADERSHIP

-  **Risk Taking** – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
  - Uses established procedures as a basis for handling issues not encountered previously
  - Understands that taking responsibility of service issues and responding to them with purposeful, well-reasoned and effective action are behaviors that are expected of an NBOSS
  - Is willing to accept correction maturely if a decision was based on a lack of information or a faulty understanding of priorities or policy without letting it lead to reduced risk taking or second guessing
  
-  **Goal Orientation** – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
  - Prioritizes tasks according to the workflow being experienced by the office
  - Anticipates what will be needed for a successful sales event and discusses non-routine items with the NBO administrative team and staff.
  - Appropriately encourages, directs and assists NBO staff
  - Openly seeks means to further develop ethics and values in the role of NBOSS
  
-  **Collaboration** – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  - Demonstrates collaborative effort by working with attendants to complete the everyday tasks necessary for NBO to record transactions appropriately and ensure that all customers (present and by correspondence/voicemail) are served
  - Emphasizes effective resolutions and learning rather than blame in dealing with non-routine service issues
  - Keeps NBO staff informed of developments in other Cash Operations areas and Norris University Center, revealing how it may affect NBO or how the NBO staff may assist
  
-  **Clarification of Values** - can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model
  - Demonstrates an exceptional work ethic as a matter of course and as such serves as an example of model student staff behavior
  - Conveys an admirable personal ethic to professional staff and peers
  
-  **Empowerment** – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
  - Acknowledges the work achievements of staff members
  - Is supportive of others' personal accomplishments and celebrates them openly with the staff
  - Encourages staff to appropriately share opinions and ideas with respect to NBO operations
  - Introduces NBO staff to others at Norris who may be able to assist in their personal development

## AUTONOMY

-  **Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Performs regular duties as required by operating procedures without needing instruction to do so
  - Verifies with Cash Operations Manager and Cashiers Office that policies and procedures are being followed
  - Makes judgment calls on the interpretation of NBO and Norris University Center policies as required
  
-  **Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  - Assesses what tasks not assigned regular time benchmarks can be done without drawing resources from customer service or other benchmarked responsibilities
  - Stays on task with respect to supervisory responsibilities without constant advisement and direction
  - Uses role as NBOSS to better the Box Office in its operations and how effectively it contributes to the Norris University Center mission
  
-  **Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  - Capable of effectively operating the NBO in the Cash Operations Manager's absence through personal decision making processes
  
-  **Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under

conditions of ambiguity

- Is able to extrapolate from policies and previously resolved situations to address problems
- Is aware of the basic principles addressed by NBO policies and is able to weigh their relevance to a situation when attempting to resolve it

## MANAGEMENT



**Self-Confidence** – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses

- Comes to work prepared and dedicated to the position and the task of the day
- Openly discusses personal abilities and challenges with the Cash Operations Manager through regular communication and discussion



**Personal Management** – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively

- Keeps and upholds personal scheduling goals and tasks
- Balances life, school and work commitments well to perform optimally as an NBOSS
- Participates in student-focused University workshops focusing on diversity and personal development



**Personnel Management** – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.

- Models excellent behavior and sets equal expectations of attendants
- Internalizes the fundamental bases of suggestions and constructive feedback toward implementation



**Reporting** – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

- Completes required reports and invoices effectively, efficiently and appropriately
- Keeps to all deadlines and general timeliness