

March 14, 2008

BOX OFFICE SUPERVISOR

Wage: \$7.82 per hour
Work Study Required

Area: Box Office

Supervisor: Department Assistant of Building Services and Marketing

Function: Under the direction of the Department Assistant of Building Services and Marketing, the supervisor will work collaboratively to develop the staff team to provide friendly, customer-oriented service. The supervisor has overall responsibility for the daily operation of the Box Office.

Hours/Shifts Available: 10-15 hours/week during operating hours (Monday-Friday: 10:30am-6pm; Saturday: 12-4pm)

Responsibilities:

1. Interviews, hires, trains, schedules, and supervises attendants and senior attendants.
2. Ensures that staff maintains an organized, clean, and presentable area.
3. Identifies and manages staff projects.
4. Ensures accurate fiscal management. Responds to and addresses cashier concerns.
5. Covers shifts (both regular and unexpected openings) that are not filled by student employees.
6. Maintains user statistics, database management, income reports and annual reports.
7. Apprises Department Assistant of problems with computer ticketing program.
8. Updates and maintains all office handbooks.
9. Meets weekly with the Department Assistant.
10. Makes recommendations to the Department Assistant regarding budget projection, allocation, and monitoring.
11. Coordinates advertising and promotions for the area. Works with the marketing department to develop advertising plan.
12. Attends bi-weekly Building Services and Marketing staff meetings.
13. Attends area meetings and Norris University Center orientation and training programs.
14. Other duties as assigned.

Qualifications:

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Organizational skills, decision-making and problem solving abilities, conscientious in regard to attendance and adherence to area procedures, good written/verbal skills, cash handling/cash register operation experience is a plus, customer service experience, particularly in Box Office is a plus, experience in staff supervision is a plus.