

Yellowstone County Class Specification

Class Title	Box Office Manager
Class Code Number	6050
Grade	H
FLSA	Exempt
EEO Function	Natural Resources/Parks & Recreation (6)
EEO Category	Officials and Administrators (1)
Date	February 2007

Job Summary

Manages the operation of MetraPark box office which includes subscription sales, single event sales, ticketing operations, box office operations and patron service issues. The position requires long range planning skills and the ability to coordinate the completion of multiple tasks or projects within established time frames. Box office, patron services and sales requires accurate, precise and complex work involving independent planning, coordinating, and completing special assignments as directed, to include performing research and developing written presentations; does related work as required.

Distinguishing Class Features

Responsible and difficult customer service, supervisory and administrative management work involving the operation of the MetraPark Box Office, admission ticket sales and sponsorships. The nature of the work performed requires that an employee in this class establish and maintain close cooperative working relationships with the General Manager, Assistant General Manager, Comptroller, box office staff, and the general public. Supervision is exercised over the work of the Assistant Box Office Managers, Ticket Sales Supervisor, Cashier and temporary employees.

Essential Job Duties and Responsibilities

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)

- ❑ Interviews, hires, trains, organizes, schedules, motivates and evaluates the work box office personnel;
- ❑ Manages phone, internet, credit card and box office ticket transactions and oversees reconciliation of sales, receipts and banking functions;
- ❑ Directs the maintenance and operation of computerized systems for event and ticket information and sales;
- ❑ Manages the accounting function for ticket sales and receipts from box office and computerized sources, provides internal controls and audits and directs the investigation and resolution of discrepancies;
- ❑ Prepares administrative and financial reports of ticket sales, banking transactions and accounts, sales and receipts;
- ❑ Manages the customer service function and oversees resolution of customer service, parking, will call and ticket problems and complaints;
- ❑ Develops and monitors interpretation, explanation and enforcement of box office and ticket sales policies and procedures;

- ❑ Oversee the maintenance of event audits, box office event settlements, daily sales reports and daily deposits. Monitor transactions, write and update processing procedures and sales information as requested
- ❑ Analyze and review the performance of box office and all ticketing functions for the purpose of improving efficiency, maximizing resources, and ensuring accuracy in task performance;
- ❑ Implements and maintains internal controls, financial and system security and inventory controls;
- ❑ Develops plans, selects vendors and oversees implementation of automated ticket systems;
- ❑ Selects distributors, monitors systems and system requirements and manages distribution of tickets and collection of monies;
- ❑ Oversees merchandise sales for events which includes the developing processes, procedures and financial reports;
- ❑ Works closely with promoters and agents regarding event merchandise sales and inventory;
- ❑ Work flexible hours;
- ❑ Performs related work as required.

Required Knowledge and Abilities

Knowledge and understanding of:

- ❑ Box office management procedures, principles and practices;
- ❑ Financial accounting principles, practices and procedures;
- ❑ Sales and marketing techniques;
- ❑ Arena and fair industry practices and procedures;
- ❑ Contract negotiation practices and principles;
- ❑ Computerized ticket systems and system requirements;
- ❑ Ticket office procedures, practices and computerized equipment;
- ❑ Management and supervisory principles and practices;
- ❑ Ticket office record keeping and filing systems and procedures;
- ❑ Excellent organizational, interpersonal and customer service skills;
- ❑ Safety procedures and practices;
- ❑ Governmental code of fair practices.

Skill to:

- ❑ Teach and encourage others to learn new practices and procedures to accomplish work objectives;
- ❑ Write clearly and informatively, varying writing style to meet needs;
- ❑ Prepare accurate and reliable reports and ticket sales projections;
- ❑ Operate computer hardware and software.

Ability to:

- ❑ Communicate well with others both orally and in writing, using both technical and non-technical language;
- ❑ Speak clearly and persuasively in positive and negative situations;
- ❑ Motivate, train, organize, assign, supervise and evaluate the work of others;
- ❑ Operate a personal computer using standard word processing, spreadsheet and database applications appropriate to assigned duties;
- ❑ Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- ❑ Establish and maintain effective working relationships with other employees, supervisory personnel, retailers, customers and the general public;

- ❑ Prepare accurate and reliable reports containing findings, accounting and book keeping data and ticket sales projections;
- ❑ Perform a wide variety of box office management, supervisory and ticket sales tasks with accuracy and speed under the pressure of time-sensitive deadlines;
- ❑ Exercise sound judgment within established policies and procedures;
- ❑ Work extended hours, nights, weekends and holidays as needed.

Reporting Relationships

The work is performed under the general direction and supervision of the MetraPark General Manager and Assistant General Manager.

Decision- making Authority:

Decisions made include prioritization of overall projects in the department, funding and budgeting recommendations, and development of internal box office policies, rules, and regulations. The position is responsible for prioritization of tasks within projects and work assignments for box office employees.

Decisions referred include responses to questions outside assigned professional tasks, special project priorities, final interpretation of rules and regulations, responses to inquiries requiring legal research, final approval of budget, decisions regarding purchase and distribution of capital assets, policy development that affects program content, and legal and jurisdictional questions.

Challenges and Problems:

One of the greatest challenges is meeting the box office demands of an event driven business such as concerts, sporting events and outdoor fair. Reconciling, balancing and auditing ticket sales with on-going multiple events can be a challenge.

Typical problems include maintaining a positive staff during the demands of event driven long hours on weekends, evenings and holidays.

Minimum Qualifications

Education/Experience/Training:

- Bachelor's Degree in Public Administration, Business Administration, Marketing or closely related field; **and**
- One (1) years' experience in box office or ticketing operations, office management or marketing and sales including supervising the work of others; **or**
- Any equivalent combination of experience and training totaling five (5) years.

Desired Qualifications:

- Strong human relations skills;
- Effective presentation skills.

Certifications:

- Valid Driver's License issued by the State of Montana.

Essential Physical Abilities

Essential Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit and use hands to fingers to operate computer hardware;
- The employee frequently is required to reach with hands and arms. The employee must occasionally lift and/or move journals or large binders;
- Occasionally is required to walk, stand, climb stairs, stoop, bend, kneel or crouch;
- Specific vision abilities required by this job include close and far vision, the ability to adjust focus while operating computers and viewing into monitors and to read paper documents;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Personal mobility that permits the employee to serve the general public, access files and other materials in the office, access other MetraPark buildings, and operate a motor vehicle.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is generally an office environment;
- Occasionally exposed to outside weather during the fair or other outdoor events;
- The noise level in the work environment varies from moderate to sporadically loud.

Date Stamp

Accepted - Board of County Commissioners

March 27, 2007

Amended

March 30, 2021



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